

# The various teams that exist in british airways management essay

[Environment](#), [Air](#)



The name of the organisation is British Airways Plc, they provide global airline and carry passengers from different part of the world. They operate international and domestic air services carrying passengers, mails and other ancillary services. It is a public liability company made up of directors and shareholders.

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#### THE VARIOUS TEAMS THAT EXIST IN BRITISH AIRWAYS:

There are various teams that exist in the organisation, in British Airways there are customer services teams and empowered teams in the organisation. They both perform different function for the success of the company. In an organisation the culture which the organisation set determines the ways in which the teams' members behave in various departments within the organisation.

#### CUSTOMER SERVICES TEAM:

The customer services teams are a group of individual who are trained to attend to the customer's needs and give appropriate advice to customers. They attend to customers when customers phoned to make enquiries and they give information to customers about their flight schedule and they ensure that customers are given maximum satisfaction and they make appropriate complain to the management on behalf of the customers so that customers are given maximum satisfaction at all time.

The customer services department in British Airways give helpful information to customers and also they listen to customers complaints which are used to improve the services that the organisation render to all its customers all over the world. The customers services team of British Airways also ensure they get feedback from customers in order to know if they are satisfied with the services that they have rendered.

The customer's services teams that attend to customers on phone ensure that all complaints are recorded and treated with urgency and they make sure that give necessary assistance to customers especially when customers want to make enquiries about their flight schedules.

#### HUMAN RESOURCE TEAM:

They play a very important role in any organisation, they are in charge of recruitment of staff into the organisation, they select the staff into each department and they give staff appraisal and they are also in charge of staff welfare and promotions in the organisation. In British Airways, the management teams at times hire a consultant who are expect in recruitment of staff to hire people who are competent to work for the organisation.

They are in charge of the following:

**INVESTIGATING:** The help the organisation in making positive interaction with the employee, they ensure that employees perform their duties and they investigate the performance of employees and they give necessary advice to the management about the employer's performance.

**PLANNING:** They help the organisation in planning all the activities within the organisation and they ensure that they carry out strategy which will be used by the organisation for positive development. Planning enable the organisations to set out the business goals for a certain period of time which help the organisation to reach its goals.

**RECRUITMENTS AND JOB SPECIFICATIONS:** They are in charge of hiring and firing of employees, they employ staff and train them to enable them perform better in their various department in order to enable them perform better.

#### **CABIN CREW TEAM:**

In British Airways the cabin crew team are hired to take care of passengers that are on board from different location who are boarding their flight to different part of the world. They are trained to take good care of the passengers on board and also give necessary assistance to passengers on board and they ensure that passengers obey the rules and regulation while on board.

The cabin crew team serve food and drinks to customers boarding flight to different part of the world and they make sure that customers are treated with equality and also ensure that they rendered good customers' service to customers at all time. They give instructions to customers on when on board and make sure that passengers are seated to the seats that are allocated to each passenger.

**SAFETY AND SECURITY TEAM:**

The British Airways ensure that safety of lives and property of their passenger and staff is secured at all time that is why they ensure that the safety and security team carried out regular checks on passengers and staff. The safety and security team check in passengers boarding flight and they ensure that they do not carry any things that could cause harm or damage to other passenger on board they also check that individual boarding flight are carrying necessary travelling documents to ensure that they have the right boarding pass that allow customers to board a flight.

The safety and security team work with government and other security agent to ensure that lives and property of passengers and staff and safe at all time.

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**THE BEHAVIOUR OF THE TEAM WITHIN THE ORGANISATION:**

**CULTURE OF THE ORGANISATION:** The culture of the organisation determine the behaviour of the team members, BRITISH AIRWAYS culture is to work with all employees from different background and ethnicity which affect the team behaviour within the organisation. The culture of BRITISH AIRWAYS is to give good customers service to all its customers. The organisations send the team members on training on how to relate with the customers. This makes the team members to communicate with customers effectively and interact with customers at all level.

**MOTIVATION:** The ways in which the team members in British Airways are motivated by the organisation determine the behaviour of the team members, team members are motivated by the team leaders in various department to carry out their daily activities this enable team members to carry out their daily activities.

**DIFFERENT TASKS:** In British Airways individual team have different tasks to play which make the team members to behave in different manners. The behaviours of the team within the organisation are as a result of different tasks which are allocated to different teams within the organisation.

**THE FACTORS WHICH INFLUENCE THE TEAMS SUCCESS AND THREATEN FAILURE:**

**TEAM SUCCESS:**

**GOOD COMMUNICATION:** In British Airways team members communicate with one another from different department which makes the team members to communicate effectively with one another within the organisation. Communications enable team members to achieve positive result because team members are able to interact and communicate with themselves to achieve the aims and objectives of the organisation.

**TEAMWORK:** In British Airways employees engage in team work, the employees work together as a group and they cooperate together to achieve common goal. Teamwork is as a result of individual behaviour in the group when makes the team to achieve the objectives. The teamwork which the

management of British Airways follow enables the organisation as a whole to be able to achieve the desire and the goals of the organisation. The management encourage the team work in various departments which the employees follow to work and cooperate with other members of the team to work together as a team and achieve common goal.

**MOTIVATION OF MEMBERS:** The organisation allows employees to work as a team and motivate one another as a team to achieve common goals which make work to be easier and faster. There are various departments in the organisation, the head or manager in each department make sure they motivate members of staff in their department and they encourage them to carry out tasks given to them in order to achieve a positive results. In order to motivate employees the management also encourage staff by sending them on training and give bonus to outstanding staff to encourage them to perform better.

**CULTURE AND BELIEF OF THE ORGANISATION:** The culture and belief of British Airways is to set a standard and ensure that various teams in the organisation emulate the mission and vision of the organisation. The team leader or head of each department coordinate all the activities in their department and ensure that they inform the team members about all the activities that is going on within the organisation in order to achieve common goals.

**THREATEN FAILURE:**

**LACK OF COMMUNICATION:** If there is no good communication between the team members of British Airways this will affect the organisation and there will be a gap in communication at all level in the organisation and this will have effect on the team. Organisation that does not carry team members or group along will not be able to communicate with the team members which will result into failure and the organisation will not be able to achieve the objectives and goals that have been set by the organisation.

**LACK OF TEAMWORK:** In British Airways if the team members are not able to work as a team it will have effect on the organisation. The team will not be able to work together to achieve common goals and this will affect the organisation as a whole. When team members fails to cooperate with one another as a team the teams will not be able to achieve the purpose of the team as a members which will have a set back on the team as a whole.

**CONFLICT:** Conflict is another setback which can affect a team, if there is a conflict within the teams in British Airways the teams will not be able to work together as a team to achieve the aims and objectives of the organisation which will affect the organisation. Conflict can cause an organisation not to be able to cooperate together and help other members in the team all these can cause a team not to work as a team in order to achieve the goals of setting up the team.

## TASK 7

### VARIOUS TECHNOLOGIES USED BY TEAMS:

**INTERNET:**

The internet enables various teams to communicate from different part of the world which makes communication to be easier and faster from different part of the world. The internet enable teams members to send information from different part of the world and communicate with one another as a team without physical contact which enable work to be done faster and easier by the team members.

The internet enables team members to have access to their computer or laptop which enable them to communicate with one another from different part of the world. Some team members to work at home and send reports to other members especially when they are on holiday, which make it easier for them to communicate with one another even while on holiday.

**EMAILS:**

This is another form of technology whereby team members can communicate and interact with one another by sending emails to one another to give reports and details about how they are going about their daily work activities. The team members can communicate with their colleagues and pass vital information through email to make work easier and faster especially when team members are far away from each other and they want to pass information to one another.

**COMPANY'S WEBSITE:**

Team members of British Airways can communicate with one another through the company website, individual employees has a password which they can use to access the website and communicate with other team members, team members can send memo and reports through the company's website which communication to be faster and easier for the team members.

#### MOBILE PHONES:

Individual can communicate through mobile phone in British Airways by sending text messages to other team members. Text messages can be sent from one member to passing vital information as a mean of communication between team members. This make information to the passed and quicker since team's member can make phone calls or send text messages to one another from different part of the world.

#### IMPACT OF THESE TECHNOLOGIES ON TEAMS:

##### BETTER AND FASTER COMMUNICAION:

The technology enable teams to communicate with one another effectively from different part of the world and allow team to achieve its aims and objectives through the various form of technology available, team can interact with one another from different location and carry out tasks that are located to them without physical contact through the help of technologies.

##### TIME SAVING:

Technologies has help teams to save time and communicate with one another by saving time and energy of team members, team members do not have to waste their time or risk their lives travelling from different part of the world when they can send information through email, mobile phone which is easier and faster and economical. Time is saved and man power too is reduce as a result. Team's members will have the opportunity of not moving from one part of the countries to another since they have another means of communication with one another which will be faster and convenient for them to communicate.

#### ELIMINATION OF DISTANCE:

Distance is no more a problem, team members can send messages from difference part of the world to one another, and the problem of distance is eliminated as a result of this because teams can communicate with themselves from different location. Distance is no more a barrier in communication with the help of modern technologies people from different part of the world can communicate with one another without physical contact with make communication to be more effective and flexible. Team members can work from home and send report or memo to one another with the help of communication which makes communication to be easier and faster.

#### RECOMMENDATION

In this report I will recommend that every organisation should have a good culture so that team members can emulate the culture which will reflect in

the behaviour of the teams. Also the ways in which team members behave and interact with one another will be as a result of the team leader therefore choosing a team leader that will motivate and carry other team members along in every organisation is also important because it will determine the relationship and success of the team which can have effect on the organisation.

I will also recommend that organisation should use modern technologies that will boost the morale of its team's members in every organisation like British Airways and also training team's members on how to make effect use of modern technologies to enable the team's members interact with one another and communicate effectively.

## CONCLUSION

In conclusion I will suggest that teams members in British Airways should work hand in hand with other members so that the team can perform better and also they team leader should identify the teamwork behaviour for better performance like the team leader should encourage feedback from team members and those outside the team to know the current team behaviour and how to relate effectively with team members within the organisation.

Also British Airways should encourage teams in various departments to use modern technologies to be able to interact and communicate with one another effectively because when there is good communication within the organisation, the organisation will be able to improve their services and give quality service to all its customers throughout the world. Lastly in British

Airways there should be teamwork within various departments so that the various teams can be able to achieve the aims and objectives of the organisation together through teamwork.