

FINAL
Alternative Assessment

(COVER PAGE)

Session : April 2020

Programme : Certificate in Business Studies (CBSI)

Course : **MGT1005: Effective People Skills**

Date of Examination : 5 August 2020 (Wednesday)

Time Start : 5 August 2020 (Wednesday), 9:00am

Time End : 6 August 2020 (Thursday), 9:00am

Duration : 24 hours

Special Instructions :

There are **TWO (2)** case studies in this alternative assessment.

Students must complete all case study questions.

Materials permitted :
Nil

Materials provided :
Nil

Examiner(s) : **Ms. Diane Janet A/P Alphonse Joseph**

Chief Moderator : Dr. Racheal Poh

This paper consists of 4 printed pages, including the cover page.

CERTIFICATE IN BUSINESS STUDIES (CBSI)
MGT1005: EFFECTIVE PEOPLE SKILLS
FINAL ALTERNATIVE ASSESSMENT: APRIL 2020 SESSION
24 HOURS

ALTERNATIVE ASSESSMENT: MGT1005 COURSEWORK ASSIGNMENT

Assignment Instructions:

1. There are **TWO (2)** case studies in this alternative assessment. Students must complete all case study questions.
2. All answers provided must be based on case study context.
3. Format Guidelines: Tahoma, size 12, spacing 1.5 and justified format.
4. Use the APA style for citation and reference.

Case Study 1: Effective Communication as a Motivator

Jason is a 27-year old who is a foodservice manager at a casual dining restaurant. Jason is responsible for supervising and managing all employees in the back of the house. Employees working in the back of the house range in age from 16 years old to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language. Jason is ServSafe® certified and tries his best to keep up with food safety issues in the kitchen but he admits it's not easy.

Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often rushed and some new employees are put right into the job without training if it is a busy day. Eventually, most employees get some kind of food safety training. The owners of the restaurant are supportive of Jason in his food safety efforts because they know if a food safety outbreak were ever linked to their restaurant; it would likely put them out of business. Still, the owners note there are additional costs for training and making sure food is handled safely.

One day Jason comes to work and is rather upset even before he steps into the restaurant. Things haven't been going well at home and he was lucky to rummage through some of the dirty laundry and find a relatively clean outfit to wear for work. He admits he needs a haircut and a good hand scrubbing, especially after working on his car last evening. When he walks into the kitchen he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time. Jason is frustrated and doesn't know what to do.

He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety.

Jason has taken many efforts to get employees to be safe in how they handle food. He has huge signs posted all over the kitchen with these words: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS ALWAYS AND OFTEN.

All employees are given a thermometer when they start so that they can temp food. Hand sinks, soap, and paper towels are available for employees so that they are encouraged to wash their hands frequently. (Source: Workplace Hygiene, Health and Safety, August 2019)

Questions:

- a) Explain **FIVE (5)** importance of communication in an organization. (10 marks)
- b) Describe **FIVE (5)** challenges and barriers faced by Jason and suggest solutions for each of these challenges and barriers. (20 marks)
- c) Discuss **FIVE (5)** types of training that you would like to suggest to Jason for his current employees and new hires. (20 marks)

Case Study 2: Team Plan for Sun City Boards

Sun City Board Company now employs 17 people in key sales, manufacturing, and financial positions. Sun City is now approaching the accomplishment of one of its key goals: to implement an e-commerce platform for the sale of their boards to a broader market.

Tom Wilson, the CEO, heard from his business advisor that a team implementation would be a good idea. Tom likes to critique the performance of his favorite football team, the Miami Dolphins, but he has no idea how a team should perform in his company.

You are a new member of the Sun City management team, and because of your previous experience with a popular e-commerce platform, Tom has asked you to lead a team of employees in the implementation effort. Assume its mid-June, and you are given full access to personnel in the organization. You are asked to achieve the following implementation goals:

1. Have the e-commerce platform up and running by year-end, with new sales to be generated at the first of the year.
2. Implement the new platform within the cost parameters provided by the CEO.

3. Ensure all existing and new inventory of surfboards are accounted for in the new system.
4. Come back to Tom Wilson with your team plan by the end of the week.

(Source: Why It Matters, Cengage)

Questions:

- a) Describe **FIVE (5)** elements of team effectiveness. (10 marks)
- b) Conflict is a common occurrence in teams. Explain **FIVE (5)** common approaches to handle negative conflicts that may arise in your team. (10 marks)
- c) Recommend and explain a suitable leadership style for this organization. (10 marks)
- d) Explain **TEN (10)** traits of an effective leader with relevant examples. (20 marks)

~aa/apr2020/mgt1005~