

## **TEAM : 1**

### **Prioritizing:**

- 1) Your business is into catering services. You are a well known caterer.
- 2) You get a contract from a big IT company for providing food to their 1000 employees. This includes breakfast, lunch, snacks and dinner.
- 3) If this contract is rejected, the business will lose lakhs of rupees per annum. Your daily workload has increased tremendously.
- 4) You have 10 cooks and 20 helpers (transporters, waiters etc) already serving roughly 200 people.

### **Points:**

- Hire / employ chefs
- Order food from some other contractor / subcontract / outsource
- Increase the work hours of the existing staff
- Shred off some portion of the existing business to cater to this new contract
- Buy new vessels of bigger size to process a greater volume of food, buy electronic items like microwave etc to speed up the process of cooking

How will you prioritize the task? Enact.



## **TEAM 2:**

### **Interruptions:**

- 1) You are in a customer care office of a mobile phone company.
- 2) People are continuously visiting the office for getting their complaints resolved.
- 3) The staff has to continuously attend to phone calls from customers.
- 4) Also, the other activities like billing, receipts, mailing etc need to be done for every customer.  
And every customer is business.

### **Points:**

- Hire / Employ more staff
- Have a separate person just to attend calls
- For activities of billing, mailing etc, create a separate admin department
- Create an online customer grievance redressal system
- Train people on multi-tasking

How will you ensure maximum performance in-spite of the interruptions? Enact.



### TEAM 3

#### **“Shuffling Blues”:**

- 1) You are heading a team of 6 people. It is a private organization. You are into a business of providing software solutions to MNC's.
- 2) The business is increasing. You are getting orders daily. All are high profile customers.
- 3) You have a small office. The space is not proving to be sufficient for the staff, materials and machines.
- 4) Even the layout of the office is in a mess. Everything is cramped up. Nothing is in order.

#### Points:

- Buy cupboards, furniture to rearrange files and documents
- Take limited orders
- Renovate the office, change the layout
- Reduce paperwork

How will you start rearranging things as a top company is scheduled to visit your office in a months' time? Enact.



## **TEAM: 4**

### **Unnecessary Meetings:**

- 1) You are a supervisor at a dam construction site. You have 50 employees under you. Some are contract employees.
- 2) It is low skilled labor that is employed.
- 3) So there are frequent arguments between the workers which lead to temporary shortages. You are required to continuously intervene to resolve the issues.
- 4) Also there are deadlines set for you by the top management.

### **Points:**

- Strictly adhere to the deadlines without solving labor problems
- Educate the labor in areas of communication, cooperation etc
- Continuously undertake meetings with labor to ensure argument free work
- Take action against workers for entering into arguments
- Have a common policy for all contract and regular employees as far as compensation, perquisites, facilities are concerned

How will you ensure hassle free work? Enact.





## **TEAM: 5**

### **Imperfect Time Managers**

- 1) You are a team of 6 people in a department of a reputed company. You have been assigned a task which you have to complete in 3 months.
- 2) Already 2 deadlines have passed.
- 3) The team is highly understaffed. The existing employees are simply not able to manage their work / achieve their daily targets.
- 4) Other orders are pending.
- 5) In the next 3 months if the deadlines are not achieved, the company will lose the contract. So there is pressure on the employees to perform and to achieve the deadlines.

#### **Points:**

- Clear the existing backlog of work
- Hire/employ more staff
- Arrange time management lectures for the staff

How will you ensure that you become “Perfect Time Managers”? Enact.

