

**Postsecondary Scenarios
for
Wyoming Career/Technical Assessment(WyCTA)**

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Postsecondary Scenario
Camp Lariat—Finding a Leader

Performance Assessment Component and Sub-skills:

Communication

Listening
Reading
Writing

Applied Mathematics

Data Representation
Advanced Math

Affective and Thinking

Problem Solving
Thinking

Technology

Internet Searches
Industrial and Business Technology Applications

Pre-Employment

Career Interests and Characteristics
Career Prerequisites
Employment Potential
Resume, Application, and Interview

Scenario Directions:

Students use the information acquired from the Problem chart and text to complete the following.

Assignment:

- Imagine that being this year's Director of the Camp Lariat Project is a job you would really enjoy. Research similar jobs and note the characteristics, interests, and skills you would need to be successful. Taking these into consideration, write a job description for the directorship. Then create a resume and cover letter that would represent an ideal candidate for that position.

- Write a plan for the Director’s job, describing how you would do the following:
 - direct the fund raising process,
 - plan and improve the campers’ activities for next summer,
 - find quality employees and volunteers to assist you, and
 - publicize the camp achievements to gain public recognition for the company as a charitable institution.
- Present your plan to the rater and others to read.
- Document any answers you provide for the questions in this assignment, because raters will want to see how the research process was conducted as well as your final outcome.

Answer the following questions when developing your assignment:

- Where can methods, techniques, and sources for fund raising projects be researched on the Internet? Can you discover names of big businesses, civic organizations, and individuals who can be solicited for charitable projects? Are there government grants that are applicable to your project?
- Find the relevant information in the Problem about camp activities. Evaluate which activities meet the greatest user satisfaction and which satisfy the most users. Are there activities that need to be eliminated for practical reasons? What changes would be beneficial? Are there new activities you would like to suggest adding? Research real camp schedules and activities on the Internet and create charts or tables to compare them. What modifications would you suggest for Camp Lariat? Why?
- How would you recruit your co-workers to volunteer their time helping you organize and raise funds? How would you conduct a search for appropriate employees for the camp? How might you advertise these jobs on the Internet? Write the copy for two of these ads. What is the most practical way to find the employees you need?
- All printing, flyers, publicity brochures, etc. are, of course, done by your company, at no charge. What would you do to make especially good use of this asset?

Timeline:

Two weeks

Rating:

Rating on your performance for this situation will be based on the Performance Assessment Component and Sub-skills. Please review these in the front of this Scenario.

As a team or as an individual, you may wish to critique your work against the criteria before

submitting a written assignment and/or presentation for the final rating.

Problem:

For the past four years, Camp Lariat has provided a week-long camp experience each summer for children of low-income families from Inner City. Your employer, Prosperity Publishing Company, created this program and assigns a different director each year, chosen from the many employees who vie for this honor by submitting a plan including their ideas to raise more money, improve the camp project, publicize its achievements, and boost the company's recognition and its charitable reputation. Three of the four previous directors raised enough money to have a little surplus after all expenses were paid. This money was used to start a trust fund that, when it grows enough, will ultimately provide college scholarships for some of the qualified and deserving campers when they reach college age.

You would like to be named camp director this year because you have some ideas you would like to try out. You would enjoy the benefits of adding that assignment to your work load because directing the project successfully and adding more money to the scholarship fund means a good size company bonus for you. Also, you would look forward to staying at Camp Lariat as resident director during the week of the program because you would receive full pay from the company while enjoying the outdoors and vacationing in the beautiful camp setting.

The facilities that have been used previously still meet all required standards. They include a general lodge with rooms for the administrator and for the cook, a nurse's office, camp kitchen and dining room; separate bathroom facilities for boys and girls, including showers; six cabins, each with six camper cots and a cot for a counselor. Rent for the facilities, including utilities, for one week is \$1400.

Camp Lariat will accommodate 36 campers from low-income families. They have been identified and invited to attend. They agree to pay a fee of \$25 each, which pays their medical fees and insurance, and they provide their own sheets and towels and clothing. All other costs are paid for by donations. You have an annual grant from Big City Business Corp. of \$5000. Other fundraising is done by you and other employees of your company.

Forty percent of your past donors have already pledged funds for next summer, however, because of a dip in the economy, many have lessened their contributions. You still have the other 60% of past donors to contact and solicit for contributions, but you know that you will need to find new contributors to obtain even the same amount of funding as last year.

In the past, the camp board of directors has recruited volunteers to fill some of the positions. A registered nurse has volunteered to donate her services this year, but you need to find live-in counselors for the cabins. Local laws require a minimum of one counselor per six students. Minimum age for counselors is 18. You must also provide qualified volunteers or employees for food preparation of all meals, and for maintenance of facilities. Counselors are paid \$900 for the full week, and are available at the camp 24 hours per day for all seven days of the session, except for one half-day off during mid-week. The Cook prepares all meals for campers and staff each day, with some food preparation assistance. Campers assist with clean-up.

Camp Lariat Activities Chart and Other Expenses

<i>Activities Data for last year</i>	<i># of campers using activity</i>	<i>% satisfied users</i>	<i>Cost last year</i>	<i>Average cost of activity 1st 3 yrs</i>
Horseback riding	35	95%	Horses and equipment donated by local stable; We pay for feed: \$350	\$280
Hiking	27	75%	No expense	\$10 (first aid)
Campfire cook-out	36	90%	\$50 extra fire wood (food was part of regular meals budget)	
Arts/crafts supplies	36	85%	\$260	\$295
Archery	33	90%	\$17 (now only need to replace lost arrows)	\$135 (acquiring equipment)
Team sports off- campus	9	60%	\$150	\$150
Transportation for off-campus sports	9	80%	\$270	\$300
Guest teachers (have included Naturalist, Piano accompanist, Campfire storyteller)	36	60%	\$225 (per teacher cost and hours vary)	\$160
Parent event in company dining room at end of week	36 campers + 49 parents and family	100%	\$220	\$190
<i>Other Expenses*</i>				
Food supplies	36 plus staff	40%	\$2000	
Cook	36 plus staff	70%	\$1100	
Arts/Crafts teacher	36	95%	\$360 6 hrs/day; 5 days	

*Remember, when you are figuring total costs for the project, there are significant expenses mentioned in the text of the Problem that are not repeated in this chart.

Postsecondary Scenario
Camp Lariat—Altruism at Work

Performance Assessment Component and Sub-skills:

Communication

Reading
Writing

Applied Mathematics

Basic Operations
Measurement
Data Representation

Affective and Thinking

Problem Solving
Thinking

Technology

Internet Searches

Pre-Employment

Career Prerequisites
Employment Potential
Resumes, Applications, and Interviews

Scenario Directions:

Students use the information acquired from the Problem chart and text to complete the following.

Assignment:

- Create a chart or data spreadsheet listing all of last year's personnel, both paid and volunteer, and their wages. Assuming that the information in the Problem includes all last year's expense records that you need, include the total amount that was spent on wages.
- Write a plan for your search for appropriate camp employees. Identify job requirements for counselor, cook, and one other employee mentioned in the Problem. Use word processing to create job descriptions, and design a notice for each, to be used on job placement boards. Describe where and how you will search for employees.

- Write the interview questions you would ask applicants for each of the above jobs. Describe characteristics you would look for during the interviews. Using your questions, interview two classmates for the job of camp counselor and write a brief report describing why each one would be offered the job or not.
- Research the jobs of camp counselor or cook on the Internet. Find at least three examples. Write a comparison between their job requirements, hours, and wages, and those of Camp Lariat employees. Include your recommendations for changes at Camp Lariat, if they seem practical, and why.
- Choose one of the jobs at Camp Lariat and produce the word processed, comprehensive resume and cover letter that would come from your ideal applicant. Include employment and personal references.
- Present all written materials to the rater and others to read.

Answer the following questions when developing your assignment:

- What characteristics are valuable for camp counselors? What skills and interests do they need? What are the legal requirements that people working with children must meet? What capabilities are required for camp nurse, cook, naturalist, piano accompanist, arts and crafts teacher, etc.?
- When people volunteer to donate their services, what would you check regarding their qualifications and capabilities before accepting them as staff members? What is the best way to research a person's character?

Timeline:

Two weeks

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Postsecondary Scenario

Robbie the Robot—Can You Really Transfer Technology?

Performance Assessment Components and Sub-Skills:

Applied Science

- Occupational Lab Procedures and Safety Skills
- Scientific Method
- Data Analysis and Interpretation
- Conceptual Applications

Affective and Thinking

- Problem Solving

Technology

- Industrial and Business Technology Applications

Additional Performance Assessment Components and Sub-Skills:

Technology

- Software Applications
- Internet Searches

Communication

- Reading
- Writing

Scenario Directions:

As a team member or an individual student, identify the possible problems that new technology may have when applied to a new setting or activity.

Assignment:

- Research information about robots to find potential problems and solutions.
- Document the research methods used, the analysis processes used, and the rationale for potential decisions.

- Based on the Problem information, write a proposal for an improved study that applies the scientific method to examine the uses of Robbie, the Robot, in the home environment.
- Create a hand-out for the Instruction Course that includes important directions and precautions. Using computer software, create data sheets to be used by the testers to record all of the important feedback information.

Answer the following questions when developing your assignment:

- How can the scientific method and problem solving be used to assist AWAZ in examining the use of robots in the warehouse and manufacturing versus the home?
- Using the Internet, how do you find information related to robots for home and industrial use? Compare their uses and why the home robot has problems. Provide possible solutions.
- Are there safety problems associated with robots usage? If so, what?
- Using the Internet or the library, identify data and information related to personal or home robots' performance. Is there data to suggest that robots can be taken from the factory to the home?
- How can you illustrate the data for a presentation on robots?

Timeline:

Five days

Rating:

Rating on your performance for this problem will be based on the Performance Assessment Components and Sub-skills. Please review these in the front of this Scenario.

As a team or as an individual, you may wish to critique your work against the criteria before submitting a written assignment and/or presentation for the final rating.

Problem:

The Robotics American Journal recently published an article related to the use of home robots. The science related to robotics has steadily moved forward for manufacturing, warehousing, and even businesses such as carwashes. They write a baffling story about one company that has tried to convert the technology related to warehouse and manufacturing robots to home use.

The AWAX Company has a research department working to develop methods to extract the scientific processes that work in industry for use in home robots. It has been reported that the home robot business is a \$2 billion enterprise. AWAX is attempting to take its research and apply it to home robots to supply a market niche.

The AWAX research department has created five robots programmed to do the following tasks: mow lawns, trim hedges, do vacuuming, change light bulbs, and replace furnace filters. The technology behind these advances is related to the warehouse and manufacturing technology, but does not have direct correlation. The Robotics American Journal says that the 1982 home robot kit is still the state of the art after 20 years.

Can AWAX take the leading edge? As the experiment begins, it is decided that five workers outside the research department should field test the robots for two weeks. They are given an instruction course, and are provided with data sheets to record feedback on performance, maintenance, and abnormalities, as well as ratings on efficiency/effectiveness and time spent having the robot do the task versus doing the task themselves.

Employees who had the opportunity to field test Robbie, the Robot, were not totally enthusiastic about this new invention. One employee brought the robot back after the first weekend, saying the robot "has a mind of his own!" A second robot was returned within a week, and the employee stated that he was being sued and would like the company lawyers to assist him.

The other three robots were kept for the full two weeks and were used from one to fifteen times. The single-use tester said she was uncomfortable with the idea of a machine assuming some of her responsibilities around the house, so it took her nearly two weeks to work up the courage to try Robbie out.

The tester who used Robbie the most was a careful observer who never let the robot work alone, and always intervened at the slightest mistaken application by stopping Robbie and starting the program over. She used Robbie to mow her own and several neighbors' flat, rectangular yards. She also determined which types of furniture Robbie could respond to correctly when vacuuming the carpets, and removed the problem pieces before starting Robbie in a room.

Two testers said they spent almost as much time working with Robbie to get the jobs done as they would have spent doing the work themselves. Two testers said they spent more time "monkeying" with Robbie and cleaning up his messes than they would have spent doing the work alone.

Other complaints included:

- Robbie not only mowed my yard, but also four of my neighbors' lawns.
- He mowed over Mr. Green's vegetables and Mrs. Green's roses.
- He nearly caught Mrs. Tabby's long-haired cat, but it climbed onto a roof.
- A large hedge is now missing from the corner of Vine and Willow.
- At the Murphy's, Robbie replaced a light bulb in the freezer, but the family hasn't been able to find the meat that was stored there, and is not sure where to look.

The data about Robbie identified several problem areas in an environment with many variables. The mapping software that helps the robot vacuum or mow tends to crash easily. This causes the robot to sweep back and forth in a rectangular area. In addition, the software doesn't help the robot avoid objects in the house or trees outside. When Robbie hit the sofa, he then went another direction, not entirely covering every space on the floor. Robbie freed himself from cords, but could not master a throw rug that he promptly consumed! In other words, Robbie had to be watched to keep him out of trouble!

Postsecondary Scenario

Keeping Up with Technology

Performance Assessment Components and Sub-skills:

Technology

- Operating Systems
- Hardware
- Software Applications
- Internet Searches
- Industrial and Business Technology Applications

Applied Mathematics

- Basic Operations
- Data Representation

Additional Performance Assessment Components and Sub-Skills:

Communication

- Listening
- Reading
- Writing

Affective and Thinking

- Problem Solving
- Thinking

Applied Science

- Data Analysis and Interpretation

Scenario Directions:

Three students will serve as a team to determine the technology needs and costs required for new offices and sales staff of the Techway Corporation. Your team will need to research hardware, software, and peripherals.

Assignment:

- Develop a word processed document identifying the technology needs for the office group and the sales staff.

- Identify the projected costs for all items. Identify new or advanced technology applications and provide supporting evidence for its inclusion in the office.
- Document how information was researched and identify the sources.
- Develop materials for a presentation, using technology for a panel review.

Answer the following questions when developing your assignment:

- How will the team determine what the technology needs will be for the sales staff? Identify the sources of information. What will the sales staff need in computers, hardware, and software.
- How will the team research what the needs will be for the office staff? How will the team determine if technological advancements have been made in the equipment that is currently in use?
- What do you need to know about the work performed by all concerned? How will you use this information?
- What will the identified equipment, software, and peripherals cost?

Timeline:

Five days

Rating:

Rating on your performance for this problem will be based on the Performance Assessment Component and Sub-skills. Please review these in front of this Scenario.

As a team or an individual, you may wish to critique your work against the criteria before submitting a written assignment and/or presentation for the final rating.

Problem:

The Techway Corporation in Yellow River will expand its operations to five places across the state. They have asked their employees to assist them with the research to determine what will be needed at each of these sites to provide the employees with an efficient and effective workplace. Techway provides software and hardware for technology companies to operate their administrative services sections in accounts, accounts receivable, accounts payable, merchandise inventory, product effectiveness, and projected sales against goals.

The Techway Corporation has an office group that provides support to field sales staff, marketing, accounting, and administrative support. Each office has approximately 100 people, including the sales staff, who are not in their offices more than one to two days a week.

The Techway Corporation has invested a great deal of effort in researching where these sites should be located. Now they need employee teams of three to assist management in determining the technology needs for the sales staff, the office staff, and the customer accounts.

Postsecondary Scenario
Wyoming Race and Travel Enterprises

Performance Assessment Components and Sub-skills:

Affective and Thinking
 Leadership and Cooperation
 Work Ethic*
 Problem Solving
 Thinking

*Work Ethic skills must be determined by teacher and/or peer observation.

Additional Performance Assessment Components and Sub-Skills:

Communication
 Listening
 Speaking
 Reading
 Writing

Employability
 Inter-personal Relations
 Task Completion—Rate and Productivity

Applied Mathematics
 Data Representation

Scenario Directions:

Three students will serve as a team to determine the problems at Wyoming Race and Travel Enterprises, their causes, and some possible solutions. Your team will need to develop a plan to present to the owner and the manager that suggests changes and resources to pursue to help the business transition smoothly into its growing success. As a group, describe how each member will be involved in activities to develop the plan for the owner and employees. Please write the plan with charts and graphs for outside audiences.

Assignment:

- Define the problems behind the actions taking place; identify the obstacles to solving problems; prioritize the actions to be taken; and develop a written plan to assist the owner in his decisions about the company.

- Make suggestions for the manager regarding how to create an on-going problem-solving mechanism for WRTE; and how to manage time, materials, facilities, and resources to have a successful business.
- Identify where resources may be found to assist in understanding the problems with the business.

Answer the following questions when developing your assignment:

- How can the owner begin to gather information about the problems related to his business? Where can the owner find information related to defining the problems and evaluating possible solutions? Identify activities the owner can establish with the employees to identify and pose potential solutions to the problems?
- Identify the obvious problems the business has. What appear to be the obvious obstacles to solving the problems. How would you formulate potential solutions for consideration by the owner? How would you use critical thinking to analyze the potential solutions? What needs to be accomplished to get this business back on track? How will you find information to assist the owner?
- What will the goals and objectives include? What will be the sources of information to assist in establishing the goals? What activities are needed to achieve the goals? Who will monitor progress toward goals?
- What considerations should be made in relation to the facilities? How can management be improved? What quality levels will be established for the work to be achieved? How will work expectations be established for the organization and for individuals involved?

Timeline:

Five days

Rating:

Rating on your performance for this problem will be based on the Performance Assessment Component and Sub-skills. Please review these in front of this Scenario.

As a team or an individual, you may wish to critique your work against the criteria before submitting the written assignment and/or the presentation for the final rating.

Problem:

The workers of the Wyoming Race and Travel Enterprises (WRTE) are receiving orders for outdoor gear from all over the world at a phenomenal rate. The owner cannot believe the response to the ad placed in the *International Outdoor Sports* magazine written in three languages and circulating in 10 countries. The 10 employees of the company are being asked to work an extra eight to ten hours a week to keep up with the orders. The pace has been very fast, and errors are occurring and causing concerns. Problems began to appear in the past week.

Employees are becoming tense and are having difficulty working as a team to get the orders correctly filled, and mistakes are more frequent as time passes. A customer from Canada called to say he ordered a fishing jacket, but got ski pants and boots that he certainly could not use in the water.

The day before, two employees threatened to quit because they just could not stand the pace or the other employees any longer. Henry has worked at WRTE for five years and always been a very valuable employee. He placed at least one wrong piece of gear in the first ten boxes he was preparing for shipment that day. He was supposed to check each order, but forgot to do so. Susan, who has worked at WRTE for three years, has also been a valuable employee. When Susan checked the boxes that Henry had packed, she found the mistakes. When Susan brought Henry the eighth box to be repacked, he got very upset. Finally, after quite an argument, both threatened to quit if they had to continue to work with each other.

The gear is designed and made in Silverton, a twenty-mile drive from Hamilton, where the shipping warehouse is located. The drive from Silverton is still icy in the spring, and one of the trucks carrying gear slipped off the road. Several boxes of fishing hats, vests, and boots were lost or damaged. This only added to the short supply in Hamilton. The driver was also unable to work for a few days.

Orders keep coming in at a tremendous rate. The Silverton gear manufacturing operation cannot keep up with the orders. They have had to work their employees for 10–12 hours a day for weeks. They have also subcontracted some of the less exacting work to local seamstresses and two sewing workrooms, usually doing alterations and draperies. Now concerns are arising related to the quality of the clothing being made off-site.

The owner is very concerned about several aspects of the business: 1) that the high quality of their products seems to be eroding; 2) that employee morale is declining; 3) that moving the product from one site to another for shipping is becoming problematic; and 4) that the slowness of products leaving the shipping warehouse is a major concern. It seems that it takes longer to move packages out than it did when there were fewer shipments.

The owner drives back and forth between the two operations each day to see how things can be improved, but seems unable to determine what can be done. The manager, too, needs your help now!

Postsecondary Scenario

Systems at Burger Barn

Performance Assessment Component and Sub-Skills:

Affective and Thinking Component

- Leadership and Cooperation
- Inter-personal Relations
- Work Ethic*
- Problem Solving

*Work Ethic skills must be determined by teacher and/or peer observation.

Communication

- Listening
- Speaking
- Reading
- Writing

Employability

- Inter-personal Relations
- Attitude and Appearance
- Task Completion—Rate and Productivity
- Skill Performance

Additional Performance Assessment Components and Sub-skills:

Applied Mathematics

- Basic Operations
- Data Representation

Scenario Directions:

As a team, read the Problem and identify the systems problems at the Burger Barn Restaurant. Choose one team member to play the role of evening manager while the other members role-play as evening employees. Brainstorm alternatives that will improve the employees' attitudes about their jobs. Trade roles and develop suggestions for other aspects of the systems problems.

Assignment:

- Develop a written report for the restaurant owner that addresses each of the following concerns and makes recommendations for resolving them. Describe how your

recommendations 1) maintain or enhance customer service, 2) improve staff retention, 3) require little or no extra expense, and 4) demonstrate with a graph that employee work scheduling can be improved.

- Develop a 5-8 minute presentation for the head manager identifying the concerns of your evening employees; recommending specific changes; and emphasizing the employees' desire to enhance the working environment, their appearance and attitude, and the quality of service to customers.

Timeline:

Two to three days

Rating:

Rating on your performance for this situation will be based on the Performance Assessment Component and Sub-skills. Please review these at the beginning of this Scenario.

Problem:

You are the evening manager of the Burger Barn Restaurant. You employ eight high school students for the evening shift that runs Monday through Saturday from 4 p.m. until the 11 p.m. closing. The restaurant's head manager currently is responsible for the operation of the restaurant including hiring employees, scheduling work hours, salary calculation and distribution, staff supervision, ordering food, inspection compliance, and dealing with customer complaints while she is at the restaurant.

As evening manager you are responsible for staff supervision and customer complaints that occur when you are there. Also, you take orders, serve customers, prepare food, and clean tables and work surfaces as needed. The restaurant is profitable and clean but traditionally there has been a very high turnover rate among the high school evening employees. The evening shift requires three students with you, the evening manager, on Monday through Thursday; and four students with you on Friday and Saturday. Five of the students have worked at the restaurant for less than a month. You rely heavily on the remaining three students who have each been employed at the restaurant for more than six months, because they know the job routines and are dependable employees. Although the store owner wants the head manager to continue hiring all employees, he has decided to give you the responsibility of scheduling and training the evening shift and has asked you to make additional recommendations to improve customer service and employee satisfaction. Concerns that your evening employees have expressed to you include:

- they are required to work too many evenings each week which prevents them from participating in other activities and makes it difficult to complete homework;

- they are not able to plan ahead because the work schedule is posted only two days in advance;
- long-term employees say they work harder than the new employees, because new ones don't know what needs to be done or how to do the tasks, yet they receive the same pay;
- placing orders, handling payments, and writing customers' orders by hand is inefficient and new employees lack the skills needed to provide change for customers;
- customers get mad at the employees when they are not able to prepare some popular food items because they often run out of supplies; and
- evening shift workers complain about the uniforms the Burger Barn supplies for them because they regard the farm overalls and plaid kerchiefs for men and the plaid dresses for women as outdated and sexist. They also find the required hairnets to be uncomfortable and inconvenient. They would prefer that everyone dress alike, even if they had to provide part of the uniform themselves.

In addition to the to the complaints expressed by the evening employees, you believe that some of the employees hired for the evening shift were not good choices, and you are aware of other, possibly more qualified, applicants that were not hired.