

## Company challenge: A case of cinnamon

In this activity you will apply what you have learned about Google Meet and Google Chat by helping On the Rise solve their business challenge.

During this activity, you'll work independently and with a group to complete a series of tasks.

You will use the group chat and Chat room you created earlier in the course. Ask the other members of your group chat and Chat room to participate if they can by replying to your chats, and creating new threads where necessary. But don't worry if you have to complete these tasks alone. Just follow the instructions as much as closely as you can.

You will be using files from the course drive as part of this activity. To ensure you can locate them easily when you need them, complete the following steps:

1. Click this link [MEETING AGENDA - Solving Our Cinnamon Crisis](#) to open the document from the course drive.
2. Close the "MEETING AGENDA - Solving Our Cinnamon Crisis" tab.

### Task 1

Seroja is concerned about the impact that changing the cinnamon supplier will have on product quality. She wants to be transparent with her team and collect their feedback. She asks you to organize a meeting and invite all her bakers and store owners together for a Google Meet video conference.

Complete the following steps:

1. Open your Google Calendar.
2. Schedule the meeting.

**Meeting Title:** Solving our cinnamon crisis



**When:** 3 weeks from now, 2pm.

**Attachment:** MEETING AGENDA - Solving Our Cinnamon Crisis

3. Ensure you add a Google Meet video conference to the event.

## Task 2

Three weeks later, yourself, Seroja and her team get together for the meeting to solve the cinnamon crisis. The bakers and store owners all voice concerns and agree that it would be ideal to find another Ceylon cinnamon supplier. Patrizia, a baker from Rome, mentions a former colleague who sells cinnamon wholesale. She suggests inviting him to the video conference so he can present his offerings.

Seroja asks you to send Giovanni an email inviting him to the Google Meet currently in progress.

Complete the following steps:

1. Start your scheduled Google Meet and join the meeting.
2. Use the **Add people** feature in Google Meet to invite Giovanni to the meeting that is currently in progress (add the person using your personal email address or invite a colleague as Giovanni) or skip this step if you prefer. If you do invite a colleague, please do tell them in advance that this is a training exercise.

## Task 3

Giovanni, the supplier from Rome, joins the meeting. However, he is in a crowded office so you are having trouble understanding each other. He also wants to share his product portfolio with you.

Seroja asks you to help Giovanni turn on closed captions. She then requests you to help him change to Presenter mode so he can display his Cinnamon Product Portfolio, which is presently open in a Chrome tab.

She asks the rest of the group to mute themselves.

In this part of the challenge, you will complete the steps that Giovanni would need to perform to enable closed captioning and present to the meeting.

Complete the following steps:

1. Click here [Giovanni Cinnamon Product Portfolio](#) to open the presentation in a separate Google Chrome tab so you can share it using Presenter mode.
2. In your Google Meet, enable closed captions
3. Now you are ready to present to the meeting. Click **Present now**, choose **A Chrome tab**, then select the tab that contains Giovanni's presentation. You will be switched to that tab.
4. In Google Slides, click **Present** and click through the slides.
5. Click **Stop** when you are finished, and return to your Google Meet tab.

#### Task 4

During Giovanni's presentation, you want to privately message Seroja's team to share your impressions.

Create a group chat for everyone at the meeting. Send a message asking the others what they think of the presentation, then edit your message.

Complete the following steps:

1. Return to the group chat you used earlier in Activity 4.
2. Send the following message to the group "What do you think? I think this sounds great!" and send it.
3. Then, edit your sent message by changing it to say, "What do you think? I think this sounds great, but we will need to compare with a few other suppliers."

#### Task 5

This task is optional as you will only be able to complete it if the other members of your group chat have responded to your message from the previous task.

Seroja's team members have a lot to say and post numerous messages in the group chat. You agree with their feedback and signal this by adding a few reactions and replying. You know you'll want to discuss their views with Seroja, so you forward two messages to your Gmail Inbox.

Complete the following steps:

1. Take some time to read and respond to your group members' messages in the chat.
2. Signal your approval by adding a reaction to several messages.
3. Choose two messages you have received and forward them to your Gmail Inbox.

## Task 6

Giovanni finishes his presentation and exits the meeting. Seroja notes that he raised many good points and that she would like to create separate conversation threads on each of his product offerings. She asks you to create a thread on one of his products and to add a description based on the content of his presentation.

Later, you note a particular thread is of particular interest and decide to Follow it.

Complete the following steps:

1. Return the “Cinnamon Supplier Reviews” Chat room.
2. Create a thread about one of Giovanni’s cinnamon products.
3. Add a text description based on the information found in his “Cinnamon product portfolio” presentation.
4. @mention one of the other members of the Chat room.
5. Follow one of the threads.

## Task 7

Later, Seroja asks you what Giovanni had said about his Ceylon cinnamon product availability. She can’t remember the price he had quoted. To help her, you use the search function in Google Chat to look for the words “cinnamon”, “Ceylon”, and “price” and go to the thread.

Complete the following steps:

1. Use the search function in Google Chat to look for the words “cinnamon”, “ceylon”, and “price”.
2. From the search results, select **Go to thread**.

## Case wrap up

After you present your findings to Seroja, you both discuss Giovanni's product portfolio. Seroja agrees that Giovanni's offerings are of interest. She is pleased with the metrics Giovanni can provide regarding his firm's ability to provide good customer service and the level of Ceylon cinnamon inventory he has in stock. She agrees it sounds as though there will be no problem with product availability, but she stresses she will need to visit in person in order to taste test and potentially close a deal.

Seroja thanks you for your help coordinating the discussion using Google Meet and Google Chat. With your help, she is hopeful that On the Rise has found a new cinnamon supplier!