CASE STUDY

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**Introduction:**

This case observes the scenario of a dining restaurant which is being managed by a certified food manager named ‘Barry’. It is observed that the employees working are negligent and have diverse ages, languages and culture which is making job difficult for Barry to maintain food standards and manage the restaurant. A manager may face maladministration issues at a workplace due multilingual staff, messy personality of manager and untrained employees. This case study is purposely to solve management issues at a workplace due to multiple factors. The outcome of this analysis will help readers to cope up with multilingual and management issue at their workplaces.

**Background:**

After analyzing the case, it was noticed that maladministration aroused because multilingual employees were unintentionally not able to understand their manager’s order due to language barrier. According to a research,a high percentage of non-nationals residing in Luxembourg (44.5% in 2013), and the large number of cross-border workers (157.600 in 2013) further contributes to the diversification of the language situation beyond the official lingualism and contribute accordingly to the system (Mr. Bodin, April 2012).Diverse language at a workplace also becomes a challenge, when it is submerged with a job which needs continuous guidance. Furthermore, it puts more pressure on the manager because he has to deal with distinct languages and application of his single point of view on all. In the case, the manager has to maintain food standardizing rules which are impossible without proper communication. A management expert says that she observed that language and communication play a more central role today than earlier, that may be linked to our social or workplace challenges (Miss Woodman, 2001).

Manager is like a conductor of symphony. He has to appoint one at perfect point to start over while his subordinates may have different instruments. The accordance of task relatable to subordinate’s language makes workplace’s orchestra flow smoothly.

Harvard’s research shows that grounds supporting multiple languages do have to strive to maintain their production levels and discipline (Dr. Mahindra, 2019).

**Alternatives:**

The issue of resolving language barrier can be solved by hiring employees having relation to a particular group of languages which make the conversation most likely to be understandable. For example, a company may hire employees who know local and a particular international language that suits it in flow of communication. But in our case, most of the employees have to be fired for nothing and new staff will have to be trained first, which will cause employment budget touch the ceiling.

Secondly, it may solve the issue if a translator is hired to tutor and convey the messages of staff to Manager and vice versa. Although it would wipe out language barrier completely, yet the translator must know most of the languages being used at the workplace. If a food restaurant wants to hire one, it would be out of their budget. Therefore, this solution is not preferred.

We can also solve this problem by having non verbal cues posted at the workplace in all required language. TV screens should be mounted, having graphical instructions animated on them which are to be given continuously. This will help employees to memorize the basic tasks like temperature and washing hands without any language barrier. But this solution is rejected because a mere screen cannot enforce employees to follow the rules as manager does. Also, instructions given from screen may need an animator to be illustrated and the screens may not be suitable for environment like kitchen of a hotel.

Management issue can be solved by hiring an assistant for manager. He can help employees in absence of manager and report it to his upper level. As finance is a point of concern for owners, hence assistant would be a financial burden and may be more damaging if he do not coordinates with employees.

**Proposed Solution:**

It would be best if all employees use digital translators to solve multilingual issue. As everyone today has a smart phone, they can use Google Assistant, Alexa, Siri and other apps to translate their message in a particular Language. It would be in budget and would be easier for everyone. Now, even chatting apps have voice translating options. This solution is optimal because it is on budget, everyone owns it already and that would be the easiest thing to adapt for all employs because it is just install and use solution. For the places where employees are changing every now and then, it is the best solution. For the employees having greater age, they can be trained in matter of a week.

**Recommendation:**

It is recommended that every staff member should have mobile phone to act upon this. They must have some MBs space in their phones to have multiple languages downloaded. If the workplace does not give flexibility of using phones without damaging them.i.e. Cooking space, organization must give them affordable wrappings and phone covers.

**Conclusion:**

Barry, the manager had issues of managing the work place, because employees were neglecting his orders unintentionally because of language gaps. These issues can be solved by using mobile phone and language translator apps. In my opinion, employees must use advancing technologies to solve their basic problems, but they must also learn what can be helpful for them in being a worker not depending on external sources.