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Case Study 3

**Introduction:**

In this case, the foodservice manager, Barry is failing to perform his job according to his expectation. Because of many problems such as huge number of employees, variation in age, and cultural and ethnic background of employees and some family issues which are affecting him emotionally. The manager is having a hard time doing his job. By the end of analysis, we are sure that we will propose a solution for someone in a similar situation. The purpose of this case analysis is to help the people who are facing or will face these types of issues.

**Background:**

Barry is a 27-year-old who is a food service a manager at a casual restaurant. He tries his best to keep up with food safety issues in the kitchen. With high turnover of employees, training is often rushed. In busy days, new employees are recruited without proper training. To overcome this problem, Barry has taken several steps.

As per Pumble (2021), representatives and chiefs put work environment disappointments on an absence of successful joint effort and correspondence. The article focuses that a correspondence hole is brought about by an assortment of elements like generational or social contrasts, may bring about a failure to establish a wonderful workplace for representatives. For instance, the food administration chief Barry took various endeavors to determine worries with food handling preparing like posting signs in kitchen and giving hand sinks, cleanser, thermometers, hand towels to representatives yet couldn't do as such because of an absence of correspondence among workers.

As per Gamage (2007), age hole between representatives in an establishment lessens the work proficiency as well as effect worker's smugness for work. An exploration was referenced which was directed to screen the impact of the age hole on the inspiration of the representatives. The associations shouldn't just worry on the representative's inspiration yet additionally ought to worry on the fluctuations of the persuasive elements between various ages. The article notices an examination led on two private emergency clinics with an alternate proportion of generational hole. The examination expressed that in emergency clinics where the generational hole is less, there is a 23% increment in the worker's inspiration and fulfillment. For our situation, Barry made an honest effort to prepare the representatives about food handling however he neglected to do as such because of the generational hole in his work area

**Alternatives:**

There are various solutions that may be devised to counter such scenarios. Firstly, the organization may come up with strict rules and regulation for the staff and employees. However, this may impact the friendly environment of the organization causing more frustration for employees. Secondly, the manager may listen and take the concerns and feedback of the employees into consideration. Although, it is very difficult in organizations with large number of employees and the worries may be different for different employees. Thirdly, the organization may work on keeping its employees motivated. It may work for a short span of time but fail in the long run. Therefore, the only feasible solution to the concerned problem would be to conduct training sessions of employees regularly to reduce the communication gap between them and the management.

**Proposed Solution:**

The best solution to the current problem is the regular training of the employees for better communication. The training of employees for better communication, firstly, generates a friendly and interactive environment between management and staff. Secondly, it enables them to put forward and address their concerns and problems. Lastly, it makes the employees and management much more comfortable to cooperate and work with each other. This generally makes the environment much more relieved allowing a smooth workflow.

According to Truitt (2011), it is the responsibility of training and development specialists to access their programmers’ success through eliminating workplace conflicts. The study explores relationship between training experiences and attitudes towards perceived job performance. Moreover, institutes whose goals are to prosper use the strategy to train their employees. Trained employees tend to work much more professionally as compared to the untrained ones. Furthermore, the area of training effectiveness seems to be an integral part of employee-employer relationship. A better relationship then results in a comfortable and motivated workplace environment, improving the efficiency of work.

**Recommendations:**

There are several strategies that may be established to successfully implement the proposed solution of conducting employee training sessions to reduce the communication gap between employees and management. To begin, divisions should be established among personnel, who are overseen by a senior manager, who understands the mindsets of all age groups. Secondly, the concerned organization should make it a necessity for employees to attend the training session being conducted. All the employees should be trained to work in cooperation with each other. Finally, training sessions should be held on a regular basis, preferably one day per week, in order to create a competitive and healthy workplace atmosphere for employees.

**Conclusion:**

Thus, work disappointment devastating impacts prompting enthusiastic breakdown. This contextual analysis dissected the reasons for work pressure and conceived the arrangement of preparing the representatives for decrease of correspondence bringing about a helpful workplace. Comparative issue are looked by greater part of individuals during their work life, yet execution of the arrangements gave for this situation study could assist with evacuating such issues.