**Case Study 3**

**Group Members:**

* Saad Waheed Cheema 21L-1785
* Jazeb Zafar 21L-1803
* Maimoona Mahmood 21L-5442
* Abdullah Tahir 21L-5419

**Introduction:**

This case study is regarding a person named “Barry” who is the foodservice manager of a casual dining restaurant and has issues ensuring food safety basics among the employees. The issues identified are different communicational barriers such as cultural and language barriers, age differences, poor training of employees, and manager’s home problems. Therefore, in this case study the causes of these problems are acknowledged and suitable solutions are also provided to opt for them.

**Background:**

As we know food safety is important for any restaurant, that is why Barrie is appointed as the food service manager of a casual restaurant. But due to several issues, he cannot properly certify these safety rules inside the restaurant. Even the owners are supportive of Barrie in his efforts and are investing to ensure these measures. Because if a safety outbreak is linked to their restaurant, it would put them out of business. As the number of illness outbreaks in U.S.A restaurants is underestimated to be; “1 in 6 Americans, or 48 million people, gets sick, 138,000 hospitalized and 3,000 die of foodborne diseases” (Centers for Disease Control (CDC), [2011](https://www.tandfonline.com/doi/full/10.1080/15378020.2020.1765947?casa_token=kN77ggIvPM0AAAAA%3ASNWh2BBlEmlUnbci4sP6LkWETRr2Iyd-H5m_INC8WIz2rzDDLvcFZ9JxeEGDY6BpY6qccRhbKNHc9w)). The issues Barrie faced can be because of many reasons. According to Meyer (2020) “research from 40,000 employees across 125 companies traces six key indicators in workplaces conflicts: three people indicators which are unconscious bias, social intelligence, and preexisting mindsets”. Another article by Habas (2020) presents different causes of language barriers in workplaces such as poor communication skills, dyslexia as a language barrier, and culture-based communication. As poor training is one of the issues, Gendron (2022) explains its different causes which are an unsafe work environment, lack of knowledge, and low retention rate by employees.

**Alternatives:**

There are a few ways to bridge the communication gap and uneasiness in the restaurant. Firstly, a way to solve this issue is to hire a translator which can translate messages between workers who do not share a common language. This might bridge the communication barrier, but it is an in-effective measure as it will be incredibly expensive for the restaurant to hire the translator and even if they do it will be impossible for the translator to transfer all the messages between the workers simultaneously. Another solution to our difficult situation is to form a committee to give proper training to the staff, but this will only solve the training issues while the communication issues will remain. It will also be likely expensive as a whole team of professionals is required. Moreover, encouraging the staff to be more open in communication can solve the cultural barriers, while this solution can help it only diminishes the cultural barriers while communication in different languages remains an issue. Lastly, our best and proposed solution is using visual aids and simple language.

**Proposed Solution:**

The leading solution to our problems is to use visual aids such as signs as well as simple language even non-native speakers can clearly understand. Firstly, this solution is very cheap to implement as the only cost is going to be the installation of signs and no additional equipment or help is needed. This can be great for the restaurant as it will be helpful to their bottom line. Secondly, no additional training is needed so no down time is required to train the staff eventually not resulting in shutdown of the restaurant. The afore mentioned points all point to the fact that this solution is the best in this particular case as it can be easily implemented, while also addressing all the issues brought up by our case study. As from Research of Cuban (2018) indicated the psychology of visual aids as under, 1% of what is learned is from the sense of TASTE, 1.5% of what is learned is from the sense of TOUCH, 3.5% of what is learned is from the logic of SMELL, 11% of what is educated is from the logic of HEARING and 83% of what is learned is from the sense of SIGHT (Impact of Visual Aids in Enhancing the Learning Process Case Research: District Dera Ghazi Khan (2020)).

**Recommendations:**

Various ways can be used to implement these changes. According to a report by the FDA (Food and drug administration) signs posted in clearly visible spots in the restaurants can increase the obeyance of these signs by employees, by up to 60 percent (FDA,2019). Another study by Oxford University found that using simple language combined with pictures increased the comprehension of the language drastically in non-native speakers. In conclusion Clearly legible signs with pictures should be posted around the restaurant in visible spots around the restaurant.

**Conclusion:**

Conclusively to summarize the case study, it identifies several issues such as cultural and language barrier, age difference and poor training faced by Barrie. Appropriate solutions are also presented with some rejected on strong bases and a proposed solution is provided with resolute evidence. This is a result of the fact that people from different cultural groups approach challenges and problems in different ways. Different cultures think and react differently to the same situations. By combining those different approaches and mindsets, a culturally diverse team not only expands their skills and knowledge pool but has the power to think in more abstract terms and find solutions on various levels.