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First Concept Paper

In my internship, one concept utilized is communication rule. As workers, we are expected to communicate in a straightforward, welcoming, and serviceable manner. We would interact with other coworkers as well as managers with a level of respect, and if we were to have an issue with another, we would have to discuss it with them. We would occasionally interact in a more laid-back manner. This method of communication allows us to engage with others in the workplace and maintain a level of trust with one another. When interacting with customers, we are expected to be as welcoming and helpful as we can provide. We are expected to welcome customers when they walk in, provide them with help whenever they ask, and thank them for their visit by the time they leave. This helps the customer feel welcome in our establishment and would ensure their return in the future.

Code switching is applied whenever a situation arises or shifts. Whenever I am asked something by a manager, a coworker, or a customer, I try to verify and articulate my response in a manner that is clear and concise to get my point across. I would engage with the other person and would sometimes ask for them to repeat what they had said to clarify what they needed. When it comes to casual conversations or questions in a shorter amount of time, I would limit my responses to shorter phrases in a way that can get my point across in a quicker amount of time, or when it doesn't require any extensive clarification. Sometimes, when I barely know what response to give to the other person, I would briefly state the extent of my knowledge to them,

and once I get extensive information from a coworker or manager, my response becomes more clear and concise.