

IT'S GAME TIME!

**Task 1:** After playing the game, write a report, ( about 200 words), describing your decision itinerary. Use: Simple Present, Present Continuous, Simple Past, Past Continuous and Present Perfect.

After playing the game, I go through a series of decisions that affect the future of the call centers. Senior management wants me to cut costs and improve profitability, so I decide to keep the call centers in the UK and accept the higher price. Currently, I am considering the impact of this choice on the bank.

Shareholders complain that we are less profitable than rival banks, and they are still putting pressure on me to cut costs. In response, I decide to please the stakeholders by closing less profitable branches. This decision has consequences for the union and customers near the smaller branches, and I am currently facing protests and backlash.

Realizing the implications of closing the branches and the potential job losses, I decide to reconsider other ways of cutting costs, including the call center option. At this moment, I am exploring alternative strategies to address the concerns raised by the union and customers.

As I evaluate the situation, I am aware that closing the UK call centers would result in the loss of 1000 jobs. However, I am still at the investigation stage and want to avoid unnecessary panic. Therefore, I decide to keep my plans confidential for the time being, ensuring the information does not leak.

Unfortunately, someone leaks the story about the Indian plans to the union, and I am attacked in the press as an exporter of British jobs. In response to this crisis, I decide to deny everything and continue with the plans secretly.

Currently, there have been three one-day strikes in selected branches. In order to address the situation, I decide to reopen negotiations with the union, aiming for a resolution that satisfies both parties.

Fortunately, the union negotiations are successful, and both sides have compromised. As a result, we have agreed to keep 250 UK jobs. Although the bank assigns me a tough new mission involving closing other unprofitable branches, I decide to stay where I am, happy that I have survived this difficult moment and reached a satisfactory outcome.

**Task 2:** Imagine this exact situation happens in Argentina. Write down a report (about 200 words) describing how you would solve the situation.

To address the challenges faced by call centers in Argentina, I would take several steps. Firstly, I would analyze the country's economic landscape and labor market to identify regions with high unemployment for potential job creation.

To cut costs and improve profitability, I would assess operational expenses and find ways to enhance efficiency within the call centers. This could involve implementing advanced technologies, optimizing workflows, and providing training to employees.

To address shareholder concerns, I would develop a comprehensive strategy to enhance the bank's overall performance. This might include diversifying revenue sources, exploring new market opportunities, and embracing digital transformation.

Recognizing the impact of branch closures on the union and customers, I would prioritize transparent communication. I would engage in meaningful dialogue with union representatives, involving them in decision-making and implementing measures to minimize customer disruption.

In conclusion, my approach in Argentina would involve a careful assessment of the local context, cost-cutting measures, diversification strategies, proactive communication, and collaborative efforts to support employees and contribute to the country's economic growth.

**Task 3:** Are your strategies similar? Are they different? Why? Write your answer in 5 lines.

The strategies in the original report and the hypothetical situation in Argentina have similarities in terms of cost-cutting and addressing stakeholder concerns. However, they may differ in specific decisions due to the unique contexts. The original report focused on keeping call centers in the UK, while in Argentina, the approach would consider job creation locally. Response to leaked information also varies, with denial in the original report and transparent communication in Argentina. Overall, while sharing common goals, the strategies adapt to the specific circumstances of each situation.

Hand in your paper and celebrate because this is the end of your exam.