Case Study 1

After the successful completion of the new hire training in Capgemini, you have been assigned a project. Today is your first day in the project team. Your reporting manager gave you a little brief in the morning about the project and then asked you to get the relevant softwares installed in your laptop with the help of the Systems department and other team members. You only know the name of a person in the Systems department and a person in your team. Both of them are available on chat. However, when you ping them, both did not respond.

How would you go ahead with this job at hand?

How would you communicate with them when you managed to contact them?

Case Study 2

You are a part of a big project team. You have been assigned to work on a module and your team consists of 5 members. To go ahead in your work, you need some information from the team that is handling another module. You have sent an email to the concerned person, requesting for that information. It’s been over 2 days that you have not received a response from them. How will you handle this situation?

Case Study 3

You have recently joined a project team that is working for an US client. You are getting used to the workings of the team and the people there. You have never met or interacted with the client. Due to an escalation in the project, all the team members except you, are engaged in a meeting with the top management to discuss ways to handle the situation. Suddenly, the land line rings and the US client is on the line demanding to speak to the project manager as the PM was not contactable over his mobile.

How will you handle this situation?

Case Study 4

You have recently joined a project team. For the first time you were asked to join the project review meeting with the client that is scheduled at 9am. In spite of leaving home early that day, you got stuck in a traffic jam as there was a nasty accident on your way to office. You realise that you will not be able to reach office before 9am. What will you do now?

Case Study 5

While completing the joining formalities at Capgemini, you were asked to email the soft copies of all the documents, which you did. Now, after 15 days, the HR person calls you and says that the ID proof is missing. You clearly remember that you have emailed all the documents including the ID proof. By mistake you have deleted that mail, so that you can’t cross check. How will you handle this situation?

Case Study 6

When you received the first salary in Capgemini, you found that the figure was not matching with the figure that was mentioned in the offer letter. You picked up the phone to speak to the Payroll department.