

BJEL2013 ENGLISH FOR CAREER PREPARATION (202309)

CASE STUDY QUESTION FOR COURSEWORK 3

Case Study Question (for coursework 3)

Alex Liew has joined as an intern in the Accounts Department of a financial company named Russel Bedford. He is to report to the Head of Department, Mr. Derek Tan. Mr. Derek Tan assigns tasks to Alex Liew without guiding him. When Alex Liew approaches him for guidance, he responds by telling him to use his knowledge acquired in his studies. Alex Liew is lost.

Question: Identify the issue at this workplace. You must suggest **TWO (2)** solutions for Alex Liew to solve this issue and provide justification for each solution.

SUGGESTED ANSWER:

Issue – *Lack of guidance at the workplace*

Solution 1: Alex Liew must find time to speak to Mr Derek Tan personally.

Justification 1: Alex Liew needs to explain to Mr Derek Tan that his academic knowledge is not sufficient to handle the task in the department, he needs assistance from a senior experienced staff.

Solution 2: Alex Liew should seek help from other staff.

Justification 2: Since Mr Derek Tan is busy, Alex Liew should show initiative by asking his co-workers in the department for assistance.