

[CHARACTERS]

1. Carlos/Carla (Presenter, Software Developer, Filipino/Cebuano)
 - Presented mostly in Filipino/Cebuano with little English.
2. Maria (Project Manager, Filipino)
 - Leads the feedback session.
3. John (Senior Software Engineer, Foreigner Employee, English Speaker)
 - Attended the presentation and had trouble understanding.
4. Sarah (UX Designer, Foreigner Employee, English Speaker)
 - Also part of the audience.
5. Jenny (Bilingual Systems Analyst, Filipino)
 - Supports both sides of the language issue.
6. Mark (Quality Assurance Lead, Filipino)
 - Adds to the feedback about improving teamwork.
7. Anna (Client Relations Manager, Foreigner Employee, English Speaker)
 - Shares her experience from an international viewpoint.
8. Tom (Senior Software Architect, Filipino, Bilingual)
 - Emphasizes the need for inclusivity in presentations.
9. Lily (HR Manager, Filipino)
 - Provides insight on company communication policies.
10. Paul (Solutions Architect, Foreigner Employee, English Speaker)
 - Shares thoughts on how to balance languages.

[PRESENTATION]

GloboTech Client Management System (CMS)

Carlo/Carla: Good day, everyone. Today, I will be presenting our new Client Management System (CMS), which we've designed to enhance client interaction, project tracking, and overall efficiency in managing our global clients.

[1st Page] Title Page

"The CMS is designed to streamline the way we manage client interactions. Whether you're working with clients in finance, healthcare, or e-commerce, this system will make it easier to track client details, manage projects, and ensure better customer satisfaction."

"With the global nature of our business, it's essential to have a tool that helps us work more efficiently and collaboratively across regions."

[2nd Page] Introduction

"This system is particularly relevant for industries like finance, healthcare, and e-commerce, where managing multiple clients and projects can be challenging."

"Ang system na ito ay para sa mga industriya tulad ng finance, healthcare, at e-commerce, kung saan napakahalaga ng tamang pamamahala ng kliyente at proyekto."

[3rd Page] Key Features of the CMS

"Now, let's go over some of the key features of our CMS."

1. Client Profiles: "With this feature, madaling mag-track ng bawat detalye ng mga kliyente at lahat ng naging interaksyon sa kanila."
2. Project Dashboard: "Dito natin makikita ang progress ng bawat proyekto at masusubaybayan ang deadlines."
3. Automated Reporting: "Ang mga ulat ay ginagawa araw-araw at nagbibigay ng real-time updates para hindi na tayo mahuhuli sa project performance."

4. Mobile Access: “The CMS is fully optimized for mobile, so you can manage clients and projects no matter where you are.”

[Slide 4]How the CMS Works

“Let me walk you through the workflow of the system.”

1. Client Onboarding: “Pwede nating idagdag ang mga bagong kliyente sa system gamit ang dashboard, at lahat ng impormasyon nila ay matutunton sa isang profile.”

2. Project Tracking: “Every project assigned to a client is tracked with key milestones, ensuring that no deadlines are missed.”

3. Automated Reporting: “Reports are generated automatically, giving teams real-time insights para makapaghandha sila nang mas maaga kung may kailangang adjustments.”

[Slide 5] Benefits of Using CMS

“Here are some of the main benefits of using the CMS.”

1. Increased Efficiency: “Mababawasan ang manual na pagsubaybay sa mga detalye, at automatic na ang pagpasok ng data, kaya’t mas mabilis tayong makakilos.”

2. Better Communication: “Lahat ng client interactions ay nasa isang lugar na, kaya’t mas madali nating matutugunan ang kanilang pangangailangan.”

3. Improved Customer Satisfaction: “Ang mabilis at mas tiyak na project tracking ay makakatulong para mas maging maayos ang relasyon natin sa kliyente at mabigyan sila ng mas mabilis na feedback.”

[Slide 6] Next Steps

“Now for the next steps.”

“Patuloy pa rin ang internal testing ng system, at hanggang ngayon, maganda ang mga feedback mula sa mga kliyente.”

“We are incorporating their suggestions into the next version of the CMS, and we plan to fully launch it next quarter.”

[Slide 7]Conclusion

The CMS will improve efficiency, communication, and overall client satisfaction, benefiting both our team and our clients.

[AFTER THE PRESENTATION]

1. Maria (Project Manager):

(Smiles at everyone in the room)

“Thanks, everyone, for gathering today. Carlos, I want to start by saying you did a great job on the CMS presentation. The technical aspects were well-covered. But, since we’re here to improve, we’ve noticed something that might need a bit of tweaking.”

(Looks at Carlos/Carla for a reaction)

2. Carlos/Carla (Software Developer):

“Thank you, Ma’am Maria. I tried my best to make sure everything was explained clearly. What do you think could be improved?”

3. John (Senior Software Engineer):

(Nods thoughtfully)

“Carlos/Carla, you clearly know your stuff, and I respect that. The problem for me was, I couldn’t follow a lot of what you were saying because it was in Filipino. I understood some things when you switched to English briefly, but it wasn’t enough for me to stay fully engaged.”

(Pauses to gauge the room’s reaction)

4. Carlos/Carla (Software Developer):

“I see. I focused on Filipino to make it easier for the local team, but I didn’t consider that it might alienate the others.”

(Looks thoughtful, nodding as they process the feedback)

5. Sarah (UX Designer):

“Yeah, I had a similar experience. The slides were helpful, and I could pick up some things from context, but without more English, I wasn’t sure if I was missing key details.”

(Speaks with a friendly tone)

“I kept wondering, ‘Is there something I’m not getting?’”

(Chuckles lightly to ease the tension)

6. Jenny (Systems Analyst):

“Carlos/Carla, your explanation was really clear for those of us who speak Filipino, especially when you broke down the technical parts. But for the sake of inclusivity, especially in a company like GloboTech, I think summarizing your main points in English after each major section would help.”

7. Mark (Quality Assurance Lead):

“Exactly. The presentation was great content-wise, but if we’re going to be collaborating internationally or working with different teams, we need to bridge that language gap. A little more English in there would do wonders. Maybe alternate between Filipino and English as you go.”

(Leans back, smiling)

“What do you think, Carlos/Carla?”

8. Carlos/Carla (Software Developer):

(Nods appreciatively)

“That’s a great idea, Mark. I could definitely do that. My goal was to make the presentation accessible for the local team, but I see now that I need to balance that with the needs of our international team as well.”

9. Anna (Client Relations Manager):

“I’ll jump in here. From a client relations perspective, it’s really important to think about who’s listening. If we had external stakeholders in that presentation, especially from other countries, it might’ve caused some confusion. Presenting in both languages makes sure no one feels left out.”

10. Tom (Senior Software Architect):

“I agree with Anna. Carlos/Carla, you did a great job simplifying the technical details, but we want to make sure everyone can grasp the key points. It’s not about cutting out Filipino altogether—after all, it’s important to acknowledge the local team. But using more English, especially for core concepts and takeaways, makes it easier for everyone, including those like John and Sarah.”

(Smiles reassuringly)

“Inclusivity is the goal.”

11. Carlos/Carla (Software Developer):

“Thanks, Tom. I think what you’re all saying makes a lot of sense. I didn’t intend to make it harder for anyone, so I’ll make sure to include more English in my future presentations, especially when it comes to the core technical elements.”

12. Lily (HR Manager):

“Carlos/Carla, you’ve already shown great understanding by being open to this feedback. At GloboTech, we want to ensure that our communications reflect the diversity of our workforce. Our policy encourages using English as the primary language in presentations, especially for key parts, while also allowing local languages where appropriate.”

(Pauses to make the point clear)

“We’re a team, and the goal is to make sure everyone, no matter where they’re from, can engage with the material.”

13. Paul (Solutions Architect):

“Yeah, it’s not about removing Filipino—it’s about finding that balance. If you mix in more English during those really technical sections or for the project’s key outcomes, everyone can stay on track. It’s a win-win for both local and international employees.”

14. Maria (Project Manager):

(Nods and looks at Carlos/Carla)

“Carlos/Carla, it sounds like you’re already seeing the value of what the team is suggesting. With just a few adjustments, your presentations will be even more effective. We’re all here to help if you need any guidance as you prepare for your next one.”

15. Carlos/Carla (Software Developer):

“Thank you, Ma’am Maria, and thank you all for the feedback. I really appreciate everyone’s thoughts. I’ll make sure to adjust my approach and use more English for key parts. It’s all about making sure everyone is on the same page.”

16. John (Senior Software Engineer):

“I’m looking forward to it, Carlos/Carla. Your technical insights are really valuable, and I’m sure your next presentation will be even better.”

17. Sarah (UX Designer):

“Yes, I can’t wait to fully follow along next time! Thanks for considering our input.”

18. Maria (Project Manager):

“Great teamwork, everyone. Carlos/Carla, we’re excited to see your improvements. Thanks again for being open to feedback, and let’s continue working together to make all our presentations as inclusive as possible.”

19. Carlos/Carla (Software Developer):

“Absolutely. Thanks, everyone, for your support!”

Key Points:

- Carlos/Carla acknowledges the need for language balance.
- Team feedback emphasizes inclusivity while respecting local languages.
- The roleplay highlights how minor changes can lead to better communication in a multicultural team.