

HCDE 403. XXXXX

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HW 2

April 3, 2010

HCDE 403

HW #2

### Exercise B

At the restaurant that I currently work at, people are always late or just don't show up at all for their shifts. When a server does not show up for their shift or is late, it forces their work onto the other servers which means more customers than the servers can usually handle. When a server has too many tables, extra time cannot be devoted to each customer and in turn usually causes a negative customer experience. My perspective on servers who are late changes because it usually negatively affects my tips when the customers are not satisfied. Because traffic on 520 is hit or miss, it can be hard to budget the correct amount of time it will take to arrive in Bellevue, but because of this, the servers must allot extra time in case there is traffic present. One of the main reasons why servers do not budget time and are continuously late is because the management does not enforce the rules, and does not punish the employees for their late arrivals or absences. However, if an employee were to arrive 15 minutes early for their shift, they are allowed to clock in. In conclusion, if each employee leaves 15 extra minutes earlier than their shift, if traffic is present they will arrive on time, and if there is no traffic the employee will receive 15 extra minutes on their pay check.

What can management do better?  
What tactics would motivate people?

### Exercise G

Many projects have significant dependence on work outside the control of the project manager. For example during my internship at Boeing, when working on a redesign, the project involved many groups within the interiors department all under different management. To reduce the risk of dependencies, all the teams that would be affected by the redesign would have to first be contacted and notified of the work that may involve them. A schedule should be made that included weekly meetings, involving a representative from each department, where current progress and problems could be addressed. Because of the many teams involved, the schedule would also have to allot extra time in the case that a problem should arise involving a team that may not have much extra time to help solve to problem. If the weekly meeting could include only one team member from each group, the overall team would not be affected as much and all teams could be successful with their time and budget.

OK, but say more