TASK 1

I Stakeholder list

-Employees

-Managers

-RGM

-Delivery

-Customers

-Mr D

-Area coach

-Trainer

-Trade unions

-Government

-Investors

Ii Stakeholder management tool

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholders | Impact and influence | Support | attitude | Tactics |
| Employees | \*High impact because they give service to customers.\*High influence are the one who prepare products for customers. | High support among employees during rush hour by taking more responsibilities. | Good attitude because it give them strength to work under pressure. | To give bonus. |
| Managers | \*They have high impact on the project by making sure there is good quality service.\*They have low influence since they depend on staff to prepare food. | High support since they want high sales on their shift. | They want project to succeed to do high sales. | To give bonus. |
| RGM | Have managerial powers over team members and managers. | \*High impact since want the store to do higher sales.\*Low influence since depend on managers to do good work. | Good attitude because want the store to be ranked high. | Nothing to be done since want the store to do well. |
| Delivery | \*High impact they deliver product to the store. High influence more product more customer’s satisfaction. | High support do not want the store to runout of stock. | Good attitude to deliver stock on time. | Nothing to be done because it’s their job to deliver stock. |
| Customers | \*High impact since they increase or decrease sales. \*High influence since they determine if store operate or not. | High support they buy products. | Good attitude they do not leave us to another competitor. | They are given specials. |
| Mr D | \*High impact because sales increase when customers order online. \*Low influence even they do not order online we still make sales. | High support sales increase when is lot of Mr. D orders. | Good attitude customers receive their orders in time and hot. | To give extra sides on their meals. |
| Area coach | \*High impact since want the store to meet standards. \*High influence because keep employees on standard level. | High support give recognition and feed back to staff. | Good attitude because want the store to be on standard. | Nothing to be done because store is driven to a certain goal of standard. |
| Trainer | \*High impact produce skilled employees. \*High influence produce quality product. | High support to have effective trainees. | Good attitude not having complains about one of trainees. | To give bonus. |
| Trade union | \*Low impact do not know how to do work. \*High influence employees do not miss use their rights. | Low support because it is only concerned about employees not the store. | Good attitude equip employees with good information. | Nothing to be done because have nothing to do with productivity. |
| Government | \*Low impact have nothing to with productivity. \*High influence have health rules of food preparation. | High support health food. | Good attitude do not want product to be sold to customers if it does not meet standard. | Nothing to be done because they want health to take place in stores. |

|  |  |
| --- | --- |
| Project work | Routine work |
| Produce unique out come | It a repetitive of work |
| Ends when project is done | Goes on a certain goal |
| Create a phone | Maintains of the phone |

Summary of Stakeholder tool.

The stakeholder tool shows how the project operates from the top to the bottom. The employee of the project report to the managers on duty. The managers’ report to the RGM on how the store is doing in the inflows and out flows in the store. The RGM report to the area coach, the area coach complies a report that will be presented with the owner of the store.

Task 2

I

Communication differ from one another based on who you want to communicate with at that moment.

* Presentation
* Phone call
* Meeting
* Billboard

Stakeholder communication

|  |  |
| --- | --- |
| Project stakeholder | Communication Frequency |
| employees | Before shift start |
| managers | Before shift start |
| RGM | Once a week |
| Delivery | Twice a week |
| customers | On daily bases |
| Mr. D | On daily Bases |
| Area coach | Once a week |
| Trainer | Once there is new procedure |
| Government | Never |

Confidential information

* We cannot discuss the information of sales that we made with anyone.
* The recipe we use to cook our products.
* The guest experience survey it’s confidential.

Communication strategy for rush hour

Terms: in the above communication information are part of the project

* Employees: All members involved in the project.
* ASX: RGM
* Company secretary: Managers
* Stakeholders: RGM, Manager and Team member
* Company website: WhatsApp group and Emails

ii

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| --- | --- | --- | --- | --- | --- |
| Communication | To whom | How often | objectives | Communicator | To which stakeholder |
| Employees | All those who are involved in the project. | Every day before the beginning of the shift. | To ensure that everyone knows what is expected of them. | The Manager on duty. | * FSTM * Cashiers * Runners * Packers |
| Managers | RGM | Twice a week | To ensure that the store runs smooth. | Manager on duty | RGM |
| RGM | Area coach | Once week | To ensure that the store is on standard level | RGM | Area coach |
| Delivery | The supplier | Twice a week | To ensure is enough stock on shop. | RGM | The supplier |
| Customers | Managers  Team members | On daily bases | To meet their satisfaction | RGM  Managers  Team members | Customers |
| Mr. D | Managers  Team members | On daily bases | To ensure they receive orders on time. | RGM  Managers  Team members | Mr. d  Customers |
| Area coach | RGM | Once a week | To ensure that the shop is at standard level. | RGM  Managers  Team members | Area coach |
| Trainer | RGM  Managers  Team members | Once there is new procedure. | To ensure that everyone know the procedure. | Trainer | * FSTM * Cashiers * Runners * Packers * Manager * RGM |
| Government | Company | Once there is new law. | To ensure we follow health and safety rules | Area coach | * FSTM * Cashiers * Runners * Packers * Manager * RGM * Area coach |

iii Communications

|  |  |  |
| --- | --- | --- |
| Communication | Description | stakeholder |
| C:\Users\Mpumelelo\Desktop\Scelo\download.png | We have a WhatsApp group were we share information even if we are not at work. | * RGM * Managers * Team members |
| C:\Users\Mpumelelo\Desktop\Scelo\photo-1533069027836-fa937181a8ce.jpg | We have billboard here we share information in public everyone has access to that information. | The public |
| C:\Users\Mpumelelo\Desktop\Scelo\photo-1565277441243-2be39689f95b.jpg | We use phone calls to communicate with different types of people. | * RGM * Team members * Suppliers * Customers |
| C:\Users\Mpumelelo\Desktop\Scelo\m1-email-logs_3.png | This is the formal communication we use to communicate. | * RGM * Team members * Suppliers * Area coach |

Task 3

Risk management plan

|  |  |  |  |
| --- | --- | --- | --- |
| Risk | Category | Reason | Contingency |
| Absenteeism | Mitigate | It will delay the speed of service to customers | We will add two more customers to ensure we don’t loss customers |
| Failer stove | Mitigate | It will slower the process of producing product | We have another stove a backup.  We have someone who do maintenance at store. |
| Stock shortage | Mitigate | It will slower the process of producing product | We stock enough stock.  We borrow stock from another store. |
| Resignation | Mitigate | It will delay the process and increase cost | They must give notice of resignation in advance |
| RGM resigning | Avoid | Do not have powers to stop the action of resigning | We will appoint another RGM highly possible from the manager someone who have a idea of the project |
| Process change | Avoid | We depend on functionality | This will be done by trainers |
| Financial risk | Mitigate | It will increase the cost | Will be more amount added on project |

Task 4

I Work schedule

|  |  |  |
| --- | --- | --- |
| Team member | Role and responsibilities | Performance indicator |
| Manqele(FSTM) | -To take care of trash  -To receive stock  -To perform FIFO method on stock | Stock cordinated according to the dates we receive the stock with. |
| Lukhele(runner) | -To clean product before cooking  -To bread product  -To coordinate the cooked product | The product must have a exact time to expire |
| Zanele(runner) | -To put product in the holding cabinet  -To pack for customers | By giving the right order to customers |
| Ngele (cashier) | To sell products to customers | To give service to 50 customers in 30 minutes |
| Mpho(GES) | To ask customers about our service | To be rate 10/10 with no customer complains |

Ii Meeting with team members to discuss the work schedule

* Meeting time: 07:00
* Meeting date: 02 June 2020
* Meeting location: Bedford view KFC
* Meeting attendance: Lethu Lukhele, Sipho Manqele, Zanele Zwane, Ayabusiswa Ngele, Mpho Dlamini
* Meeting agenda: This is a meeting of discussing the roles and responsibilities and what is expected of each team member.

|  |  |  |  |
| --- | --- | --- | --- |
| Member | Role | Delegated task | Expectation |
| Manqele( FSTM) | -To ensure that the back of house is clean  -To take of incoming of stock | -To pack stock  -to defrost | Stock to be up to date |
| Lukhele(runner) | To ensure that product is available at the cooking station | To coordinate the cooked product | To ensure is enough product for customers |
| Zanele(runner) | To look after the product in the holding cabinet | To ensure that the product have correct temperature | To ensure that product do not expire and do not loss temperature |
| Ngele (cashier) | To sell product to customers | -To give good customer service  -To drop cash wish is over R1 500 in the till | To do more sales |
| Mpho(GES) | To ensure that we receive good feedback from customers | To provide help to customers in gets process | To ensure customers are happy when they leave shop |

Iii Delegate task list

The delegated task list will be made out of the information above that includes roles and responsibilities.

Evidence to team members

|  |
| --- |
| Task delegation form |
| Delegate information   * Delegate: Manqele * Employee number: 123 * Designation: Food service team member   Project information   * Project name: Rush hour * Project description: To serve customers during the lunch time and it also a special in that hour from 12:00-13:00 * Task issued by: Florance Ndaba(RGM)   Task information   * Work start and end time: 12:00-13:00 * Task description: To serve more customers in one hour * Purpose of task: To make more sales in a specific hour of the day. |

Evidence of performance

Evidence of the task will be send to the whatsapp group, send by the manager on duty.

Feedback

The task was done well since we manage to do more sales as to compare to the previous sales. We have an increase of R5 000.00

FSTM

Evidence of instruction

Email to: Manqele( FSTM)@KFC.co.za

Subject: Task delegation roster

Message:

Good day Mr Manqele

This email serve as a proof that the task was given to you and understand the role and responsibilities, you should perform on duty.

The task:

To take of the back of the house and managing the stock.

Regards

Florance Ndaba

Area coach

0737734329

Evidence of performance

Evidence of the task will be send to the whatsapp group, send by the manager on duty.

Feedback

Ngele (cashier) manage to do more sales of R2 000

Evidence of instruction

Email to: Manqele( FSTM)@KFC.co.za

Subject: Task delegation roster

Message:

Good day Mr Ngele

This email serve as a proof that the task was given to you and understand the role and responsibilities, you should perform on duty.

The task:

To make more sales, make customers spend more than what they just ordered

Regards

Florence Ndaba

Area coach

0737734329

Task 5

Project description

Is a declaration of the project and its idea and context to explain the goals and objectives to be reached, the business need and problem to be addressed?

Deliverables

* The project aims to deliver customer needs in a hour.
* The project will increase the number of sales.
* Stakeholders

-Employees

-Managers

-RGM

-Delivery

-Customers

-Mr. D

-Area coach

-Trainer

-Trade unions

-Government

-Investors

* Resources required

1. Human resources required:

-Trainer

-cashier

-Runner

-cooker

-Packer

-Driver

1. General resources

-Computers

-Tills

* Acceptance criteria

-Tested final product

-Manager of the rush hour

* Project will be Accepted as Successful when

-Trainer approve the quality of product

-Manage to serve more than 50 customers in 30 minutes

* Limitation and risk

Please refer to task 3 of this assignment the table is there risk management plan

|  |  |
| --- | --- |
| CONTENT | DESCRIPTION |
| Project number | PCV-BH-06 |
| Project change request ID | BHS-DEST-06 |
| Description | The cashier that have been doing the job until now needs to be released to see if is there any one can do a good job also. |
| Raised by | RGM |
| Priority | High |
| Date raised | 01 June 2020 |
| Owner | Scelo Hadebe |
| Target date | 05 June 2020 |
| Status | Pending |
| Status | none |

Stake management plan communication

-This answer will involve table in task one

Risk management plan

-The answer is in Task 3 in a table format

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| DELIVERABLES&ACTIVITIES |  | RESPONSIBLE PERSON | RESOURCES | SUCCESS INDICATORS | ASSUMPTIONS | COMMENTS |
| 1.SITE | 1WEEK | NKOSINATHI | LETTER TO COUNCIL | GETTING RESPONSE | THERE MAY USE YHAT SPACE. |  |
| 2.DELIVERING MATERIAL | 2 MONTHS | MPUME | POLES,COPER,MATTER BOX | ENOUGH MATERIAL | LATE DELIVERY |  |
| 3.DIGING HOLES | 1WEEK | THEMBELIHLE | TLB | 300 HOLES | BREAKDOWN OF TLB |  |
| 4.PLACING POLES | 1WEEK | ZONDAUMTHANDA | SEMI SKILLED LABOUR | 300 POLES | ABSENTISIM |  |
| 5.PLACING WIRE ON POLE | 5DAYS | AYABUSISWA | SEMI SKILLED LABOUR | 350 MATTERS | ABSENTISIM,LOSS OF COPER |  |
| 5.SUBCONTACT PLACE MATTER BOX | 1WEEK | SBONANGAYE | SKILLED LABOUR | 300 BOXES | LOSS OF MATTER BOX |  |
| 6.GIVING MATTER NUMBER | 3 DAYS | UMINATHY | COUNCILOR | 300 CARDS | UNACTIVE CARDS |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Budget |  |  |  |  |  |
|  |  |  |  |  |  |
| Expenses | Budget | Actual | Variance R | Variance% |  |
|  |  |  |  |  |  |
| sa laries | R150 000 | R99 000 | R51 000 | 34% |  |
| Purchases | R420 000 | R350 000 | R70 000 | 16,66% |  |
| carriage purchases | R2 500 | R1 990 | R510 | 20,40% |  |
| packing material | R1 500 | R1 050 | R450 | 30% |  |
| bad debts | R10 000 | R8 155 | R1845 | 18,45% |  |
| sundry expenses | R35 000 | R33 660 | R1 340 | 3,82% |  |
| customs duty | R11 000 | R10 400 | R600 | 5,45% |  |
| stationery | R15 000 | R14 500 | R500 | 3,33% |  |