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 |

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 its confidential.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder | Impact and influence | support | Attitude | Tactics |
| Mr D | High impact because it increase sales even customers buy online.  Low influence even if they do not buy online we still make sales. | High support sales increase when its more Mr D orders | Good attitude customers receive orders in time and hot | Bonus |
| Area coach | High impact because want the store to meet standards at all times.  Low influence because depend on RGM that will do a good job to meet standards. | High support | Good attitude | Nothing to be done |
| Trainer | High impact because produce skilled team members.  High Influence team members are skilled enough to give quality service to customers. | High support | Good attitude | Bonus |
| Trade union | Low impact because do not know the job.  High influence because employees do not miss use their right. | Low support | Good attitude | Nothing to be done |
| Government | Low impact because do not get involved in production.  High influence because encourage health to take place in the store. | Low support | Good attitude | Nothing to be done |

Ii

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 |