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

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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 |