TASK 1

I Stakeholder list

-Employees

-Managers

-RGM

-Delivery

-Customers

-Mr D

-Area coach

-Trainer

-Trade unions

-Government

-Investors

Ii Stakeholder management tool

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| 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. |

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| 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.