Andrés: Good afternoon, I am Mr. Andrés I’m the new manager of the department, my boss has told me that you could help to solve the problems so I call you to this meeting, welcome.

Sergio: Good afternoon Mr. Andrés, I am Sergio Monge I am responsible solving problems and strategizing the company and I bring a new employee in this field to solve in the best possible way.

William: Good afternoon, I’m William Aguilar.

Andrés: Great, welcome Mr. William and thank you for coming to help. Well let's start, first of all, one of the necessities that our department most requires is to have better computers to develop projects with better quality for our clients, what do you think?

William: Well I think that the new hi-end computers would give us a better quality for the projects, although I don’t know how the economy of the company is. I have used Fly technologies computers with great quality and great prices and discounts for companies like ours.

Sergio: I agree with William our computers are obsolete. Buying new equipment would give us a significant advantage against the other companies. The money is not a problem, we had a good amount of income last month so there is enough money to buy the equipment.

Andrés: I think it's great, I will contact Fly Technologies to manage the process. The next topic to consider is that we have 120 printers, but only 40 are working correctly. So this slows our documents and marketing impression and with a poor quality.

William: It could be solved if we change the printers, and assigning one printer per employee, we could get new printers form good brands like Epson or HP.

Sergio: Although the printers are of excellent quality, we are buying new computers therefore we wouldn’t have enough money and the ink is expensive.

Andrés: We could get the new printers with the remaining money and buy new ones when next incomes give us enough money.

William: I agree with Andres.

Sergio: Me too.

Andrés: There’s another serious problem, our department employees have been complaining about the poor internet that we have.

Sergio: I think our current operator is very expensive for the bad signal it offers, so we must change the operator like AT it has an excellent internet quality and it has comfortable prices.

Andrés: No problem I will talk with the boss about it and we'll change to AT Internet as soon as possible. Now, there is a virus that has destroyed many companies lately because it damages the computers totally, we must take more security measures.

William: There have been several cases in the news, it is very dangerous for the company even more if we are going to buy new computers. There’s an antivirus that would give us excellent protection which is the Ultra See, but it's too expensive.

Sergio: The antivirus of the current equipment is free and although it is good it will not be able to for a dangerous virus, it is a priority to get Ultra See service, there’s has been a very good increase in our incomes, we could also advise our employees about the internet security.

Andrés: It's a good idea Mr. Sergio, let's hope positive answers from the employees. Now, another of the most important complaints that the employees present is the great amount of heat during the day, besides the computers get very hot.

William: It's not strange for computers to get too hot in summer; They are also very old so the ventilation system is very bad, is there air conditioning in the offices?

Sergio: Yes, you're right the ventilation is obsolete, but there is air conditioning in the offices so I do not see the problem.

Andrés: Maybe the air conditioning in the offices is defective and maybe we should change it.

William: I think it's not necessary I saw them in very good condition.

Sergio: You’re right William, they're in good state, they're new. We should give them better maintenance and care, so that will improve their functioning.

Andrés: And what about computers?

William I also could not tell you, I think if it is necessary to buy new air conditioners to take care of the new computers

Sergio: The new computers that we will buy have better temperature regulation.

Andrés: Okay the new computers will solve the problem, So the last problem and very important in the programming department is that we do not have enough people with knowledge on the C # programming language, we only have 2 specialists.

William: C # is one of the most used programming languages currently, so it is very necessary to have more programmers who know how to use C # to progress as a company.

Sergio: That's true but we must think about something, we will not have enough money after the solution of the previous problems.

Andrés: We could make capacitation where programmers who know C #, teach to others how to use it.

William: Great idea Mr. Andres I fully support it; I think it could not be solved in a better way.

Sergio: It's very true it's a great idea, but without our only two C # connoisseurs how the programming department will work.

Andrés: He's right we cannot remove the programmers from their important position.

William: We could do with some money won that we hire like three C # teachers and send them to make the trainings.

Sergio: Excellent idea Mr. William, it would be our employees learn C# and our current employees don’t too much time. I think is very ingenious.

Andrés: I think that too, so that were all the problems. Thank you very much to both for helping this company to grow, all problems are solved in the best possible way you are too ingenious.

William: Thank you very much, it was a pleasure to meet you Mr. Andrés.

Sergio: It's our job Mr. Andres, we are here to serve you, it was a pleasure.

Andrés: Perfect we stay in contact