

## WENDELL HERNANDEZ

### Power Outage

You had a sudden power outage for a whole day! You were working on an important project and you were not able to make the progress you needed for the day. You were also not able to put in the hours for the project. The power outage happens on your Friday and only by Saturday morning, you're able to have power back. You had lots of things planned for Saturday and Sunday and you were looking forward to having this weekend off to spend time with your friends and family. Plus, you're feeling a bit sick and were thinking of using your Monday as sick leave anyway.

Please answer the following questions:

**1. What communication would you send out to your project manager/supervisor?**

I hope this message finds you well. I wanted to provide you with an update on the progress of the project. Due to an unexpected power outage that lasted the entire day, I experienced a significant disruption in my ability to work on the project. To compensate for the lost time, I am committed to putting in extra hours over the next few days to catch up on the work and ensure that we remain on track. If there are any specific tasks or aspects of the project that require immediate attention or adjustments in light of this setback, please let me know, and I will prioritize accordingly. Thank you for your understanding.

Would you send this after the power comes back or would you send this communication before the power comes back? How many hours after the power outage would you send this email?

I will send this before the power comes back. I will send this immediately after a few hours of waiting for the power to come back or after knowing that the brownout will last for a whole day.

**2. Say you were mentoring someone else in the Village and this person failed to send any type of communication back to the supervisor/team till Monday morning. What advice would you give this person?**

I noticed there was a delay in your communication with the supervisor/team. It's essential to keep everyone informed. Even if there's a delay or challenge, send a brief update. It keeps everyone in the loop. Remember, open communication is crucial. Let me know if you need any support or guidance on this.

**3. How would you make up for the lack of progress and the lack of hours you've put into the project? How would you communicate this to the supervisor?**

Despite the challenges, I am committed to making up for the lost time. I will be dedicating additional hours over the weekend to compensate for the lost time and ensure we get back on track. I will prioritize key tasks to maximize efficiency and focus on the most critical aspects of the project. While I understand the importance of our deadlines, I want to ensure the quality of our work. Thank you for your understanding.

Or would you just assume that it's okay not to make up for these hours as it's already Saturday your time?

I would never assume that it's okay not to make up for these hours ever.

**4. If you missed any important deadlines for the project due to this, how would you make up to your supervisor/team for this lack of progress? How would you communicate this?**

I hope this message finds you well. I want to sincerely apologize for the missed deadlines on the project caused by the recent power outage. I understand the importance of timely delivery and take full responsibility for the delay. To rectify this situation, I have reassessed the project timeline, and I am committed to working diligently to catch up. I will provide a revised schedule that outlines how I plan to meet the project milestones. I will be putting in additional hours and leveraging all available resources to ensure the project gets back on track swiftly. Please let me know if there are specific actions or adjustments you'd like me to prioritize. Thank you for your understanding.