Putri Yasmina Rahma Z / C30109190085

MBC 502 Assignment

Draft

**Part A**

Question 1

**Informal Proposal**

You are a member of the Human Resource department at Nestle, a multinational company. Based on the department’s observation and reports received from several quarters, there seems to be a gap in the work process that originated in the *lack of understanding* and *cooperation between staff members* from different nationalities.

**Write an informal proposal for a program** that can help solve this problem, and foster unity and collaboration among members of the staff.

**To :** Head of Human Resource Department

**From :** Putri Yasmina, staff of Human Resource Department

**Date :** 1st November 2022

**Re :**

I am proposing to held a gathering event for human resource department staff and employees of Nestle company, in the hope that the event can strengthen the relationship between employees.

This submission was made after receiving several reports from departmental observations and several quarters, claiming that there seems to be a gap in the work process that originated from the internal conflicts between staff and employees, especially from those from different nationalities.

Based on the problem statements, we suggest to organize private gathering event among our team and staff as an event to get to know each other and strengthen cooperative relationships between co-workers. A gathering event that involves outdoor activities and requires teamwork and body movement can be an option.

In detail, I suggest that this agenda to hold towards the weekend and thus a suitable gathering event for that time is an out-bounding. Rencana ini sebaiknya diumumkan seminggu sebelum hari pelaksanaan agar para staff memiliki waktu untuk bersiap-siap. Untuk transportasinya, kami menyarankan untuk menyewa dua mobil elf yang bisa memuat semua karyawan As a result, the event will not seem too costly and doesn't interfere with necessary weekly agendas.

Question 2

**Selecting Communication Channels**

Suggest the best communication channels for the following circumstances.

1. The most suitable channel to overcome this situation is a group chat of ten employees who will become team members because a team project usually communicates via group chat to share information quickly and anytime.
2. Communication media in the form of a proposal is an appropriate channel to overcome this situation. A proposal can be in either form of a soft file or a hard file, so it is easy to use as presentation material. Besides providing an overview and outline of the program, it can also explain the requirements and targets in detail.
3. You want to send price quotes for several of your products in response to a request from a potential customer in London: Request from the customer is the feedback that can be a crucial point for the growth of the company. Hence, face-to-face group meeting is necessary to discuss and make a decision from customer’s feedback.
4. Face-to-face communication is the most appropriate communication medium in this situation because all warnings and reprimands are better delivered directly and privately to the person concerned.

**Part B**

Question 1

**Legal Notice Email**

**Cc:** Manager of Sporting Equipment Department

**Subject Line:** Legal Notice of your Work Performance

**Body:**

13 November 2022

Dear Rihanna Zanazzi,

This letter informs that unless your performance improves drastically, we will be forced to terminate your services.

Rihana Zanazzi was hired by your company two years ago to oversee the relationship of the sporting equipment department with retailers. Rihana knows the business very well. As a former professional tennis player, she has unmatched credibility. She also has seemingly boundless energy, solid technical knowledge and an engaging personal style. Unfortunately, she has has not been attentive as she needs to be when communicating with the retailers. You have been receiving complaints about voice mail messages that have remained unanswered for several days, confusing emails that require two or three rounds of clarifications, and reports that are hopelessly thrown together. As valuable as Rihana’s skills are, she is going to cost the company sales if her poor performance continues for much longer. The retailers are vital to the survival of the company and she is the employee who is most involved with the retailers.

We acknowledge and appreciate your loyal contribution towards our company since two years ago. However, we discovered that your conduct toward other employees on [date of recorded incident], violated the company’s [name of specific policy] policy. In particular, your display of sexually suggestive photographs in your cubicle and your explicit language in describing those images to others were direct violations of company policy.

Also, you received a written warning and additional training on your obligations to avoid such conduct in October 2017.

Performance: We have concluded that your performance does not meet the requirements of the technician position. In your 2016 performance appraisal, your supervisor noted that you needed improvement in your technical skills and attention to detail. The company provided you with two additional weeks of task-specific training with a coach during the first quarter of 2017. However, the performance problems continued throughout 2017. Your supervisor gave you three written reminders of the need for performance improvements in 2017 and again noted the need for additional improvement in your 2017 performance appraisal. Since that appraisal, it has become apparent that your job performance simply is not consistent with the requirements of your position.

Attendance: Repeated tardiness, even just a few minutes, and failure to call in before missing a shift cause a ripple effect through the entire production department. One employee being late causes stress for all the others because they have to work faster to catch up so their down-line coworkers have the parts needed to complete their work. Also, delays in production of even a few units per day add up over time and make it more difficult for the entire organization to meet its goals.

If you have any questions, please contact [contact name].

Regards,

[Name]

1. **Conclusion**

**Ambiguity can occur when there is a wrong interpretation of a sentence. It is a common mistake in everyday life and should not be an intrusive thing. But when we have to describe or explain a statement to get an important conclusion, it becomes very crucial and fatal if it happens. Many people admit that speaking in ambiguous language can be disturbing for them. Therefore, it is necessary to learn grammar and correct language procedures so that there are no misunderstandings that prevent us from expressing opinions.**

As part of the Ministry of Trade and Industry, your department is tasked to organize a program called *MITI Pocket Talk: A Series of Sessions for the Private Sector*. The objective of this program is to share the benefits of the Free Trade Agreements (FTAs) and introduce the Preferential Certificates of Origin to the private sector.

As such, a meeting was held on 15th February 2022 at Level 6 Meeting Room, 2.00 pm, to discuss the date, venue, and appointment of the person in charge, activities, and any other important and relevant. Do not assume full attendance.

***Your task***. As the secretary of the planning committee, you are required to prepare the minutes of the meeting. Your minutes of the meeting should include:

* Time, date, and place of meeting
* List of people attending
* List of absent members of the group, *if any*
* Record of the points discussed, decisions taken, and action taken by
* Time, date, and place of next meeting
* Name and signature of the person recording the minutes

Note:

You are required to apply the standard format minutes of the meeting (MyPLS- Chapter 4).