

Internet research

What is the FLSA? What are employees' rights on meal and rest breaks in the USA? Are they similar to those in your country? Search for the keywords *meal rest breaks* to find out.



Listening for detail

4 🎧 1:27 Listen to part of an interview with Laurie McAllister, HR Manager at the Kirkcaldy contact centre. In her opinion, what is the biggest problem for advisers?

5 🎧 1:27 Listen again. What are the effects on the contact centre of the following?

- 1 Employees have poor working conditions and low job satisfaction.
- 2 The workload is heavier than before.
- 3 The bus service is inadequate.
- 4 Desks are shared with colleagues on other shifts.
- 5 Software products have become very complex.
- 6 Advisers don't get enough training.
- 7 The shift system is inflexible.

Solving problems

6 Work in small groups. You are the consultants that Hamish Hamilton wrote to in Exercise 2. Hold a meeting to discuss the agenda below.

Kirkcaldy Contact Centre

AGENDA FOR CONSULTANTS' MEETING

The situation

Isolate the problems and prioritize them as:

- a) important and urgent
- b) important but not urgent
- c) not important.

Solutions

Brainstorm solutions to the problems prioritized as a) and b) above.

- Review company policy on customer services?
- Review company policy on working conditions for advisers?

Recommendations

Define recommendations for short- and long-term policy.

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come up with
from the horse's mouth
obsolescence
shift
staff turnover
swap
triple

Writing presentation slides

7 Prepare slides to present to Cybertartan Software summarizing your recommendations. For each problem, make recommendations, give reasons for these and outline the expected results.

Presentations

8 In your groups, present your recommendations and take questions from the class.