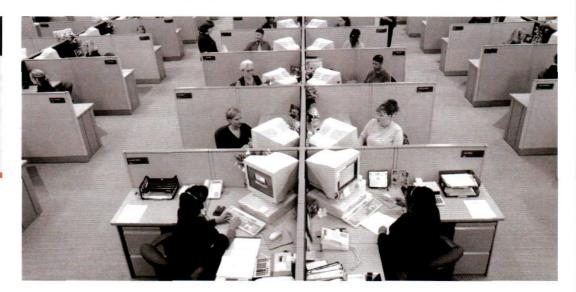
Internet

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

- 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.

Glossary PAGE 153

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

Writing presentation slides

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

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