

- ▶ honest and dishonest business activities
- ▶ agreeing on a plan of action

Glossary PAGE 157

bodyshop
chasing letter
dent
embezzle
reprimand
scratch
sickie
suspension

7.6 Case study Car-Glazer

Discussion

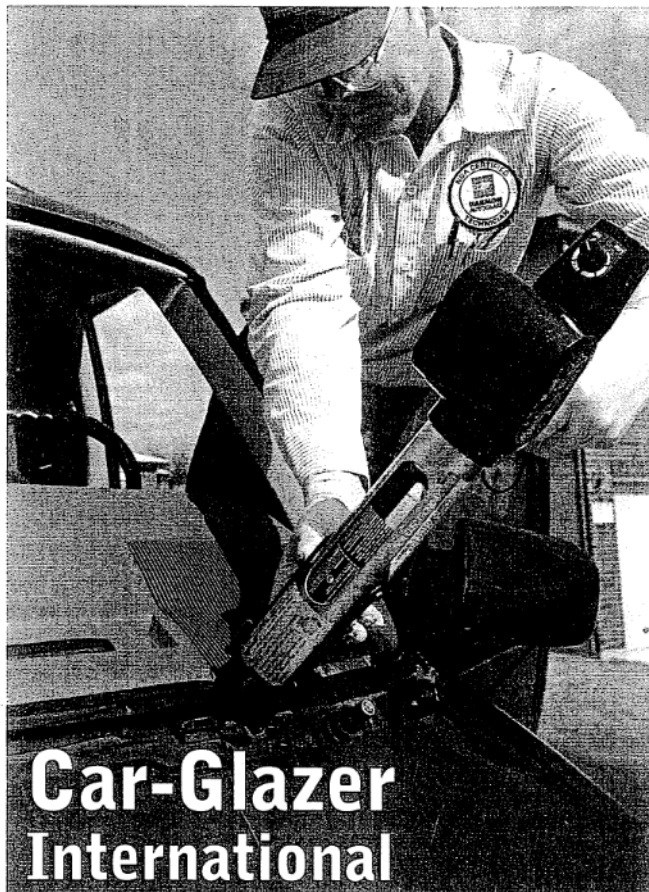
1 In small groups, answer the questions about the activities in the list.

- 1 Are these actions honest or dishonest, or is there a grey area in between?
- 2 For which actions should employers warn, reprimand or dismiss people. For which should they do nothing?
 - making personal photocopies at work
 - using the company phone to make private calls
 - embezzling money from the company
 - going to the dentist during working hours
 - throwing a 'sickie'
 - surfing the net during office hours
 - borrowing money from the petty cash

Scan reading

2 Read the three documents below and answer the questions.

- 1 What business is Car-Glazer in and what services do they offer?
- 2 What does Emily Wyatt do and how long has she been working for the Czech subsidiary of Car-Glazer International plc? Write her name on the organigram opposite.
- 3 Who introduced Emily to Car-Glazer?
- 4 What problem is Car-Glazer facing with some of its technicians?



Car-Glazer International

Car-Glazer – Trade

Car-Glazer offers a comprehensive on-site windscreen and body glass replacement service to the motor trade throughout Europe. We visit your garage, showroom, forecourt or bodyshop to repair or replace all types of vehicle glass.

Hired Emily Wyatt, 20 Feb 2012 (Referred to us by Filip Novak - they met at business school)

Chief Accountant

- Reporting directly to the Director of Car-Glazer, Czech Republic
- Managing all aspects of the accounting function (accounts receivable and payable, budget, cash flow, tax)
- Establishing and maintaining accounting practices to ensure accurate and reliable data for business operations

Memo

Date: 8 October 2012

To: All technicians

We are receiving a growing number of claims from garages for damage to vehicles in the course of glass replacement: paint chips, minor dents and scratches, broken mirrors, etc.

Please ensure that you work carefully and follow company procedures, as such claims cost us (and indirectly, you) money!

Counting on all of you to see a reduction in claims.

Andy Webb

CEO Car-Glazer plc