



**2011-12 Missouri DECA
Mini Competitive Events**

CAREER CLUSTER

Hospitality & Tourism

INSTRUCTIONAL AREA

Human Resources Management/Customer Relations

PARTICIPANT INSTRUCTIONS

PROCEDURES

1. The event will be presented to you through your reading of these instructions including performance indicators and the event situation. You will have 10 minutes to review this information to determine how you will handle the role play situation and demonstrate the competencies of this event. During the preparation period, you may make notes to use during the role-play presentation. You must turn in this sheet to the facilitator upon completion of the 10 minute prep time.
2. You will have up to 10 minutes to role-play your situation with a judge
3. You will be evaluated on how well you meet the competencies of this event
4. Turn in all of your notes and event materials when you have completed the role play

PERFORMANCE INDICATORS

1. Demonstrate positive employee-employer relationships
2. Discuss the professional procedure to handle unexcused absences and tardiness in the business sector
3. Explain the professional procedure to exit employment
4. Demonstrate the positive and professional manner utilized to handle a conflicting situation in the workplace
 - a. Provide options for a solution
 - b. Provide consequences

EVENT SITUATION

You will assume the role as a manager for Fashion Runway Warehouse, a large corporation which provides high fashion at a reasonable cost for on-line customers. This warehouse is able to offer such reasonable prices to their customers because they do not have the expense of the store fronts across the United States or Internationally (buildings, electricity, employees for each building, etc.). This company is known world wide since they are available on-line.

Fashion Runway Warehouse offers a flexible schedule for employees since they need to be operable 7-days a week/24-hours a day. Employees are expected to fulfill a 40-hour work week. They may work the days of the week they desire and the hours of the day that fits their schedule; however, it is important that there are enough employees present at all times. Thursday through Sunday evenings seem to be the busy order times. As a manager, you take into consideration all of the requests for days/hours off work from your employees. All employees are given a schedule 2 weeks in advance and are required to ask for time off before the schedule is posted. If an employee has a last minute request, it is the responsibility of the employee to find another employee to switch hours or cover one another. There are 100 employees at this main warehouse.

There have been complaints that one employee is taking advantage of the flex-time hours and is constantly asking other employees to cover their hours or switch, but does not always fulfill the new day/hours that have been traded. This employee is also consistently tardy for their shift. This information was brought to the attention of the manager (you) in order to handle the situation. All other employees greatly appreciate the flex-time hours for their families and personal time and don't want one employee to ruin it for all of them.

As a manager, you will need to resolve this problem with the employee. The employee needs to be given a few options to solve this situation. A consequence will need to be given to the employee if they cannot resolve their problem with your new options. It will be important to explain the professional manner for leaving employment to this employee if the problem cannot be resolved.