

# A threat management team management essay

[Business](#), [Management](#)



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Anthony FarquharsonDate: November 14, 2012Lecture Name: Mr. Watkis

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## **INTRODUCTION**

In April 2012 I was appointed by Sandal Whitehouse to establish a Threat Management Team. This team was established to ensure the safety of the faculty, workers, investors and shareholders and the community, by reducing and containing to the extent possible, intimidating or threatening workplace behaviors. The team members provide consultation and education on violence risk assessment, Threat Management, Zero Tolerance, and Potentially Growth, job Creation for the community and satisfaction. The team was insisted in the response to an increase of violence in the workplace and community and the commitment to interview when such incidents may compromise the safety of the staff and investor. The team wishes to communicate to all key Stakeholders, Managers, Supervisors and the highest level of customer service to our clients. The team is compromise of: Police DepartmentHuman Resource ManagerCommunity MemberSecretaryMarketing ManagerManaging Director

## **OBJECTIVES**

Establish four (4) clear objectives arising from its mandate. Ensure the safety for employees and customers on and off the compound and also provide various investment scheme for employees for future references To work endlessly and keep seminars within the resort surrounding and community to developed and also maintain all community projects offer by Sandal Whitehouse. This will provide jobs for both internal and external community members. Maintain good and effective customer's service to all customers that offer goods and services to Sandal Whitehouse. Where this will have a better outlook on our marketing ventures and for investors and stakeholders

## **NORMS**

Institute norms that will guide the group's activities and behavior. We will set up a daily time table to guide the meetings for each member to discuss our findings on the research throughout our discussion. Provide information to members of the group to guide them on ways how they should carry out their evaluation. All members will give there opinion and it will thoughtfully considered and each person will keep all commitments until due date of the next meeting. Each member will speak respectfully to each other and no talk down will be tolerated in the group where this will positively accepted and thank each other for their contribution. Leadership will be rotate in the group when meetings are call.

## **GROUP STRUCTURE**

Define the group's structure, hierarchy and reporting relationships.

**MANAGING DIRECTOR****HUMAN RESOURCE MANAGER****MARKETING MANAGER****COMMUNITY MEMBERS****POLICE DEPARTMENT****ADMINISTRATIVE ASST****MANAGING DIRECTOR****Mr. Dixon**

As the new Managing Director of Sandal Whitehouse the first building block I will put in place is to ensure the company achieves its strategic objectives and to provide leadership styles and offer motivations to employees. I will be putting in a frame work that required the development of the hotel and the community where the responsibilities will be taken up by each member appointed. Responsibilities of Mr. Dixon: Implement the broad policies and strategies. Develop and present an annual Business Plan to Sandal Whitehouse. Report to the Broad of Directors on the progress of the business. Manage day -to - day operations of the Sandal Whitehouse. Manage, Motivates, Develop and lead members of the management team.

**HUMAN RESOURCE MANAGER****Ms. Briscoe**

As the human Resource Manager of Sandal Whitehouse the role I play in the organization is first professionalism where this fits the need in our organization. I will also focus on administrative task such as paying employees, administrating benefits and keeping track of sick and personal

day offs. With the comprehensive approach by myself and team members the management of all employees at Sandal Whitehouse will be needed and process. Responsibilities of Ms. Briscoe: To reduce the negativity and enhance its positive impact on the Hotel and also the community and further the Human Resource Professionalism in the organization that will perceive a successful responsibility as a key stepping stone. To create various foundational elements that is needed in the organization for good frame work. To create roadmaps for greater performances throughout Sandal Whitehouse.

## **MARKETING MANAGER**

### **Ms. Nemhard**

As the Marketing Manager my role is to carry out several different approaches to Sandal Whitehouse and duties lies within my hands ad also with members of the hard working group. As a group we will work quickly with the ability to instill a marketing led ethos which will become the operational soul of the business. Some of my responsibilities are: Ensuring timely delivery on our marketing scheme. Make accurate customers focus decision. Developed marketing strategic for Sandal Whitehouse. Plan and manage the organization Marketing Department.

## **ADMINISTRATIVE ASSISTANT**

### **Ms. Mitchell**

As the Administrative Assistant of Sandal Whitehouse I here to perform routine, clerical and organizational task. This is where all files, draft messages, scheduling appointment, and sending memos and notices to

employees of the Hotel effectively. In the group we realize the communication barriers with employees, investors and stakeholders are lacking so my focus is the role and changes I will make for better understanding with everyone that contribute to the business.

Responsibilities: Maintain all papers and electronic filing system for records and messages. Route and distribute incoming mails and emails. Sending out Memos and Notices to employees of Sandal Whitehouse. Complete forms in accordance with Sandal Whitehouse procedures.

## **POLICE DEPARTMENT**

In the group we all decide to install a Police Department on the compound at Sandal Whitehouse. They will serve to accommodate police officer and other member of staff. Responsibilities of the Police Department: Staff Safety: one of the main jobs of the Police Dept. is to keep staff and customers safe. Community Service: the Police of Sandal Whitehouse will provide assistance with certain programs the hotel doing in the community.

## **COMMUNITY MEMBER**

### **Mr. Williams (HEAD OF COMMUNITY BOARD)**

As the Head of the Community Board we all focus on every aspect that deal with community development, projects, issues that surround crime and violence in the community, provide evening class for students which help them with their homework, etc. We also work with the Managing Director of Sandal Whitehouse on the latest involvement on letting tourist come into the community.

## **RESOLVING GROUP CONFLICT**

Establish ways of resolving group conflict. Identify and attempt to eliminate or resolve the lengthen issue that eventually trigger off conflict in the group. Collaborating with person in the group and find better solution that will fully satisfy both side that are involve in the conflict. Compromising: this is where we will work to see middle solution for both parties and try to make arrangement to put interest of time where communication is lacking.

## **COMMUNICATION**

Using a combination of all forms of communication (oral, written, nonverbal and visual communications), design a communication plan to deal with EACH of the four stakeholders' uncertainty-customers, employees, investor and stakeholders, and the community. This is how Sandal Whitehouse will communicate to all members that contribute to our organization. Customers: by Evaluation Form Employees: by Memo's and Notices Investors and Stakeholders: by Business Letters, Meetings and Emails.

## **CUSTOMERS**

The customers of Sandal's Whitehouse are very important to our marketing and development of our Hotel and offer great benefits that will maintain and developed the organization so the communication barrier with customers is very vital. Our communication plan to deal with customers is by setting up a customer complain area in the hotel where we will have well certify customers representatives to deal with all the matter arising. In this case feedbacks are very important for the Hotel to make necessary arrangements further improvement.

## CUSTOMER EVALUATION SHEET

SANDAL WHITEHOUSE New Customer: ☐ Old Customer: ☐

**Excellent**

**Average**

**Good**

**Poor**

Reception Meals Friendly Staff Accommodation Facility Question to answer:

Would you recommend Sandal Whitehouse to other tourist?

\_\_\_\_\_ Will you visit Sandal Whitehouse again?

\_\_\_\_\_ What are some of the things you think we need to improve on? State if any

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\_\_\_\_\_ Any other Comments:

## EMPLOYEES

Without Employees at Sandal Whitehouse there would be no hotel and profit can't gain. They are there to offer their workmanship to the organization to keep and maintain quality service to our loyal customers. We also offer various benefits to our employees such as Health Insurance, Retirement Plan Scheme, etc. We communication to our employees by Memo's and Notices.

## MEMORANDUM

TO Marketing Department FROM Ms. Donia Nemhard (Marketing

Manager) DATE Monday, November 2, 2009 SUBJECT Department

Meeting Notice is hereby given to all members of Marketing Department that



the first Department Meeting will be held on Monday, November 02, 2009 at 1400 hours in the Board Room at Sandal Whitehouse. Matters to be discussed include: Punctuality and attendanceCleaning of the DepartmentSafety and security of computer equipmentAssessmentsPlease come prepared to participate in the discussions and present any issue you wish to be discussed.

## **NOTICE**

From: Douglas Dixon (Managing Director)To: All Staff of Sandal WhitehouseDate: November 20, 2012Please be reminded that the General Staff Room is under construction and all staff should stay away cause of heavy duty equipment. In less than a month the room will be ready so all staff will locate back to their exact position in the newly re furbish room.

## **INVESTORS AND STAKEHOLDERS**

Investors and Stakeholders are very important to Sandal Whitehouse. These people contribute funds and sometimes their valid time to the organization. The ways we communicate with these individuals is by business letters, meetings and via email also.

## **LOGOBUSINESS LETTER**

Address: Telephone: Email: Date: September 10, 2012Mr. Peter Bunting (C. E. O)Daring, Bunting, & Golding LTD1001 Darling Street, Kingston 114. Dear Mr. Bunting, Good day to you Mr. Bunting as you know that certain changes have been made to our Broad of Directors and also development in the Hotel compound. Your invited to an opening ceremony for the new Local

Restaurant near the pool side. On September 20, 2012 at 9am sharp. Yours Truly,

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## **MINUTES OF MEETING**

Minutes of the Annual General Meeting of Sandal Whitehouse held in the Conference Room on Friday, January 17th, 1991 at 1600hrsPRESENTMr. Douglas Dixon (Managing Director)Ms. Mitchell (Administrative ASST)Ms. Nemhard (Marketing Manager)Ms. Briscoe (Human Resource Manager)Ms. Blackman (Product Manager)Mrs. Holding

## **APOLOGIES**

Apologies for absence were offered on behalf of Mr. S. Gómez and Mrs. E. Sutherland

## **MINUTES**

The minutes of the last meeting were considered. Mr. Blackman queried his report of his statement concluding his visit to Canada he ask for the minute to be amended cause much of the furniture he saw in Canada were far more expensive than ours . he explain that although certain pieces of furniture could be obtain at a lower price. He could not say in Montreal that the furniture were expensive.

## **ATTERS ARISING**

Mrs. Holding ask if the Exhibition Room will be available for the Hotel trade show and if all construction work have been complete and if the carpets arrived as yet.

## **CHAIRMAN" S REPORT**

Much discussion was center on the following: New marketsTraditional marketsAdvertisingTrade ExhibitionIt was decided that it was necessary to develop strategies for the presentation of new markets.

## **TREASURER'S REPORTs.**

This report was accepted as presented.

## **DATE OF NEXT MEETING**

The next meeting will be held on Friday, 16th January 2013Chairman's  
SignatureDate

## **EMAIL**

TO: Mr. Peter Bunting (C. E. O)CC; BCC: Subject: Annual ConferencePeter, As you know the Annual Conference is on the 14 and 15 of October. Could you just check if any of the participant have got any special dietary requirement (vegetarian) attach is a list of those coming with their details. Thanks,  
Douglas

## **COMMUNITY**

Members of the community surround Sandal Whitehouse are commonly our Hotel backbone. Why? Because at Sandal Whitehouse we as the head let our information travel from downward to upward to let the management team understands what's going on in the community. Our ways of communicating with members of the community is by Notice or Meetings.

## **NOTICEBOARD**

The Community Association partnering with Sandal Whitehouse is having a very important meeting discussing matters about the development of certain infrastructure in the area. So please be making the effort attending it at the Community Centre at 4pm sharp.

## **LITERATURE REVIEW**

The information that is given on my project mainly comes from good friend Mr. Ronel Dixon who is a Charter Accountant by profession. He uses various strategies to get my project where it is and also guide me on the positive and negative the project have to offer. Other source of information come from my Management Book: Title: Management 9E Meeting and Exceeding Customers Expectation. Author: Warren R. Plunkey, Raymond Fattner and Gemmy Sallen. This outlines various management strategies and tactics to guide my imagination group. Finally the internet helps me in some way but it does give me logical ways to think differently when doing my project.

## **FINDINGS**

### **QUESTIONNAIRE**

Gender Male ☐ Female ☐ Which age group you belong to? 15-20 ☐ 21-30 ☐ 31-40 ☐ 41 and over ☐ How long have you been living in the community? 5years and over ☐ 10years and over ☐ Do you think Sandal Whitehouse is under good management? Yes ☐ No ☐ Do you believe that staff is safe on and off the compound? Yes ☐ No ☐ Sandal Whitehouse offer Community Projects in your community? Yes ☐ No ☐ On a scale of 1-5 how would you rate the leadership style at Sandal Whitehouse? 1 ☐ 2 ☐ 3 ☐ 4 ☐ or 5 ☐ Does the

community have a specific member or President you can lodge your  
complain about the community to? Yes ☐ No ☐ What are some of the Projects  
does Sandal Whitehouse offer in the community? State

\_\_\_\_\_Ho

w often meetings are held with community with community members?

Weekly ☐ Monthly ☐ Do you believe that development into the community

will attract Tourist in the area? Yes ☐ No ☐ What are some of the benefits

community members gain from tourist coming into the community? State:

\_\_\_\_\_Ho

w is the communication relationship with you and Mr. Ikeche? Excellent

☐ Very Good ☐ Poor ☐ None at all ☐ Do you think if the Hotel recruits a new

Managing Director the communication will improve? Yes ☐ No ☐ Choose a

Leadership Style that Mr. Ikeche was using in his time of the position?

Laissez – Faire ☐ Autocratic ☐ Democratic ☐ Transactional ☐ Transformational

☐ What are some of the development Sandal Whitehouse state they will be  
focusing on? State:

\_\_\_\_\_  
\_\_\_\_\_

## ANALYSIS

The amount of male and female that do the interview. This Chart shows the

amount of male and female do the interview. 57% are female and 43% are

maleAge group of members who participate of answering the questionnaire

given. The Pie Chart shows that 48% of person who answer the questionnaire

are between the age group of 21-30yrs old and 20%is between the age of

15-20yrs old while 20% of the interviewers are 31-40yrs old 6% are between

the age of 41yrs old and over. This chart relates to all projects that Sandal Whitehouse carryout throughout the community. The Pie Chart Shows the amount of person answer the question about the community meetings. 52% say that meetings are kept monthly while 28% say that meetings are kept on a forth nightly and 20% say it's on a weekly basic.

## **RECOMMENDATIONS**

I would recommend a lot of business plan for this project to utilize local resources to develop the community around sandal Whitehouse to attract tourist and it will offer attraction means for tourist to come into the community. It has to be very consistent to use raw materials to embrace and keep up all interest for investors. I have use questionnaire for my findings to understand everything on a straight stand point and my analysis to provide proof that the planned will be successful.

## **CONCLUSION**

This project push me a lot on my completion and my strategies I use to get all the work done is consume more idle time on my project. The internet have been a main source and also some of my high school note books guide me through this also with dedication and determination play a vital role. Mr. Dixon also source some information own and it have contribute a lot to my assignment.