

# Response

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



Response Baja Fresh is one of the leading Restaurant chains in the U. S. A specializing in Mexican dishes. In this episode, the Korea-born C. E. O of the company, David Kim, works casually alongside various company staff, disguised as Ken, a potential future employee of the business, and currently a video clerk in Los Angeles. The aim of this undercover operation is to help him learn about the branch-level operations of the organization, and what areas need improvement. The video is a good piece that gives insights to audiences in the best way that the 21st-century leadership should take. The CEO's meeting with Jose in Las Vegas is, indeed an educative experience. Jose displays a positive behavior one that workers should emulate when inducting new employees in the firm. Firm but fair; Jose introduces Kim to various roles, some of which do not befit a manager according to Kim. Interestingly, Jose would not hire Kim, and Kim learns that he is growing older by the day after finding some of the simplest tasks somewhat challenging. The outcome of this interaction teaches leaders that they should respect the work done by junior employees. They should set goals while considering workers' varied abilities. At times, a manager must realize that the tasks they allocate need special expertise and should recognize the input of the workers. Kim is utterly defeated to undertake the cashier job and has to compensate the customers for the time wasted, and he learns a lot. Just like Kim, contemporary managers should notice the significant input of their workers. The fact that Carrie the director of operations does deliveries accentuates the enormous input of the personnel. After all the challenges he faced, and learning about the staunch sacrifices some of the staff has to make to deliver excellent performance to the

company, Kim's life is completely changed. Encouraged by the events, he resorts to rewarding good work by giving the four employees congratulatory incentives. Therefore, once in a while, company bosses ought to casually interact with the staff. This way, they not only have to appreciate the increasing financial figures, but also learn to recognize the individuals behind those numbers.

#### References

Viggiano, A. (2015). Undercover. Boss. US. S02E20. WS. PDTV. XviD-2HD. YouTube. Retrieved 9 June 2015, from <https://www.youtube.com/watch?v=bW8Mh4f1hGg>