

# The well paid receptionist case analysis

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



## Value Drivers Value Drivers of the Well-Paid Receptionist Case Study

External Cultural Values As the economical conditions of the business environment change, cultural values are also affected. There could be layoffs, bankruptcies and most significantly a plummeting real estate values. There is also an external culture of skeptics which affects business in the market.

## Organization Values

Each organization has its own organization values. Organization values require one to perform only routine, onsite maintenance and service for the company's customers. The organization sets each of its strategies to suit its performance targets and organizational objectives.

## Employee Values

Employee values in the company are based on the terms and conditions of the job, the skills and the needs of the employee. The main problem with a company's employees is that he/she gets little salary because employers' strategy is to cut on salary expenses. However, employees are not deterred and use offers to enhance their earnings. An employee also ensures that sales increase through her good attendance and service to customers. She/he therefore focuses on improving his/her skills and performing well in his/her job and even engages in training to improve their skills (Berman, 2007).

## Supplier Values

Suppliers of materials also have their own values. For instance, the supply of a good material with good capabilities is a good indicator of the supplier's ethical business values and concerns for their customers, which leads to the

supply of appropriate materials for the company.

#### Customer Values

The Company's customers develop good loyalty to Harvey's services and business. They want a direct contract with the firm for all their service needs. The customers also need to be given specific attention to and their needs be met. The customers demand good services and attention from the company and that's what makes the company to gain loyalty from customers.

#### Third Party Values

A company operating in the society should always be concerned with the needs of the society, hence making it concerned with third party values (Scott, 1999). The members of the society within which the business operates need good business environment so as to enable them recover from the problems related to the recession, pollution, inflation and unemployment.

#### Competitor Values

Competitors in the industry always display their own values in order to gain competitive advantage in the market. Each player in the industry has competition strategies to win the market (Bamford & West, 2010). In fact, there is always a need to take the best employees by competitors in the market so as to gain competitive advantage due to improved service delivery by the best employees.

#### Owner Values

The owner of the company is always determined to improve his life by pulling out of his job to start his own business. The startup is often faced by many problems such as costs and challenges of acquiring customers but with

a good dedication a business owner manages to prosper. He uses his skills and hard work to grow his business to great heights through good strategies and is always concerned with goes on with his/her staff/employees.

#### References list

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Scott, M. C. (1999). Value drivers. New York: Wiley.