

Abc inc. case study analysis assignment

Sociology



**ASSIGN
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CAB, Inc. Recruiter Carl Robins has been with the company for six months. During that time he hired 15 new employees; these employees are scheduled to begin their training on June 15. The new hires are to start work in the Operations Department for Supervisor, Monica Carroll before Lily. On May 15, Robins guaranteed the Operations Supervisor, Carroll that everything would be completed on time and that he would be able to conduct the training on the scheduled date. Regrettably, Robins failed to notice that Joe, from the Technology Services Department already had the room reserved for the month of July.

In June, Robins covered a problem when reviewing the applicants' files; some had documentation missing which needed to be submitted before they reached their hire date. A few of the new hire applications were incomplete because some applicants had not completed the drug screening. Robins discovered the orientation manuals were not complete or were missing pages. Robins contacted Joe from technology services and discovered the training room had been reserved by technology services. Robins had to find a different location for the training class. Robins also failed to communicate with the experienced employees at BBC, Inc.

If Robins had notified the experienced employees about the difficulties he was having organizing the orientation, they might have been able to help him. Case Study Background The case study does identify several problems about how unprepared BBC, Inc. was for the new hires by current staff. Robins had been employed by BBC, Inc. , for six months. During that time, he was assigned the task of preparing all the required materials for a new hire

orientation. Robins' lack of knowledge and experience with this task has led to problems with this assignment.

These issues could have been avoided if Robins had followed proper procedures. The issues Robins encountered were: some of the applicants did not provide complete applications, some failed to submit their transcripts, none of the applicants took the required drug test, the orientation materials were incomplete, there were insufficient copies of the orientation materials, and the room for the orientation had already been reserved for a separate event. Key Problems One of the key problems for Recruiter, Robins, is that he must rectify each individual problem before he proceeds with the orientation.

Those problems are: 1. Find a facility to hold the class. 2. Contact the applicants to have them complete the employment applications and provide the required documentation. 3. Schedule the appointments for new hires' drug screens tests. 4. Provide a complete copy of the orientation manual for each new hire. 5. Have open lines of communication Find a location The first thing Robins must do is to search out locations that are available on the day that the orientation class is scheduled for and decide on it.

Because Robins failed to verify that the training room would be available on the date of the orientation, he must find an appropriate alternative location. If Robins is required to use the offset location, he is obliged to take into consideration the distance and time in travel for the attendees'. Employment Applications and Documentation Require all applicants to review and complete their employment applications; have them provide all the required

documentation for their individual file. Robins must verify that all new hire applicants are qualified for the available positions.

This action does allow Robins to verify the personal information by checking the name, dress, Job history, or any information that the company representatives or the management team may need or request once the new hire orientation training class has started. Schedule Appointments Robins needs to contact the drug screen test center to schedule each applicant for the test. Robins will contact each applicant and notify them of the schedule date, time and location of the test. When the drug test has been completed by each applicant the test center will send the completed test document to Robins for filing. Hen hiring new employees, it's very important to have drug screen tests to determine the lifestyle of the individual. The importance's of the tests do vary depending on the Job title, position, duties, and Job description. Orientation Manual Robins will request additional copies of the orientation manual from the printer. Robins will provide a complete copy of the manual to each new hire. This allows the employee to review how the company operates; understand the benefits, health benefits along with additional information on the company.

This manual will be very useful to the employee during their employ with the company. Open Communications rhea BBC, Inc. Superiors and management team need to keep the lines of communication open; they should follow up with employees who are conducting new hire orientations. When the management team has an open line of communication the relationship between the employee and supervisor will help to create and maintain a successful working relationship. This open line of communication will allow <https://assignbuster.com/abc-inc-case-study-analysis-assignment/>

the employee to ask questions and relate any concerns that could arise while organizing or schedule training for all employees.

The management team needs to conduct follow-up meetings with the employee instructors to see if any additional Information or help from other instructors in the presentation of the new hire orientation or other training subject. Proposed Solution The principal mistake that Robins made was not checking with the department that is responsible for scheduling the training classroom to see if the room was available for the date of the orientation. Robins needs to take full responsibility for the mishap. Robins' inexperience set him up tort tailored, which could make it for him to take responsibility.

Robins should take into consideration that some companies provide lunch to their employees during training events. Therefore, he would: a) Contact a restaurant or a hotel that caters foods services when looking at an alternative location. B) Check within the company's other facilities to see the availability of other meeting rooms that the orientation class could be held. C) Reserve the meeting room for the date and time of the training class.

Proposed Solution for Employment Applications Robins will require that all applicants complete the employment applications and provide all the required documents.

Robins needs to be more pro-active to ensure that all new hires fill out the correct employment application along with the appropriate paperwork that is needed before the start of the orientation training class. The information in the individual's application is pertinent and can be utilized n helping the instructor identifying who will be in class. Contact the new hires to setup

appointments for in for processing. If needed send the applicant via-e-mail a copy of the application to be completed and return. If needed send the applicant via- fax a copy of the application to be completed and return.

Proposed Solution for Appointments Schedules Robins must take urgent action on the drug screen testing. These tests are very important to the company because they promote a safe work environment for all employees. A few alternatives can be used to ensure that all new employees take the tests in timely matter are: a) Robins will contact the drug screens office to schedule all test for the new hires. B) Robins to contact the new hires to explain the importance of the drug screen test. C) Robins will inform the new hires that the company does require them to complete the test or they will not be allowed to attend the orientation.

Proposed Solution for the Orientation Manual Most companies over the years have kept hard copies of essential business documents and materials in case some type of event happens to the official copy of the documents. Robins can set up some alternatives to this problem that are: a) To contact the human resources department and request all copies of the missing documents in manual. B) Review, revise and updated changes in all available copies of the manual. C) Insure enough copies of the manual are available to each employee who is attending the training.) Keep an original hardcopy of the manual for future reference and update the manuals as needed.

Recommendations The BBC Inc. Training management needs to conduct follow-up meetings with all company instructors, supervisors, management staff, or any staff members who are instructor certified on a weekly basis.

Holding weekly meetings will ensure that any questions or concerns

employees have about the training program will be voiced and addressed in a timely manner. This way the staff members are made aware of any problems before any training class take place.

This action will allow the instructor to be familiar with all new material that will be discussed during the training event. Robins can complete some of his objectives by personally taking charge. Some suggestions to help Robins perform at the highest level possible are: a) Contact Operations Department Supervisor, Carroll and ask questions regarding the training this allows near to remind him to the specific material needed b) Conduct bi-weekly meetings with human resources representatives who have in the past instructed training events.) Communicate with all instructors who have conducted or organize training evens. Conclusion Even though Robins was inexperienced, there were still many alternatives he loud have used to hold a successful new hire orientation. Some of the alternatives provided will help prevent him from feeling overwhelmed or nervous while conducting the orientation. Some of the problems that he has encountered will allow him to become more familiar and give him the experience needed when preparing for the event in the future.

The key problems identified of lack of training materials, applicant documentation, drug screening and classroom availability needed Immediate attention to guarantee the orientation class would start on time, as planned. Robins had a conversation with the Operations Supervisor to guarantee hat everything for the class was prepared and scheduled. This event has been a lesson learned event for the company and Robins who has used it as learning experience for the future. Of Phoenix Material. Retrieved from <https://assignbuster.com/abc-inc-case-study-analysis-assignment/>

LLC/classroom. Asps References 2009 Case Study Analysis Paper, University
 HTTPS://campus. Phoenix. Du/classroom/ 2009 Case Study for Student
 Analysis, University of Phoenix Material. Retrieved from HTTPS://campus.
 Phoenix. Du/ classroom/ICC/classroom. Asps Appendix University of Phoenix
 Material Case Study Analysis Peer Review Form Mariner’s Name Reviewers
 Name Paul Brenner Mae Rose Bellagio * 1. Reviewer question: What is the
 author’s thesis? Unknown. * 2. Reviewer question: Is the thesis clearly
 stated? If not, how would you help the ruttier restate it? No. The writer
 provides an excellent overview of Robins’ situation; however, he does not
 clearly state the objective of the case study.

The thesis statement could be a summarization of the solutions listed in the
 essay, framed as, “ Had Robins consulted an experienced employee...
 [additional solutions]... He could have avoided this dilemma. ” Inkie
 question: List the changes made based on this feedback. Also list those
 suggestions that were offered but that you did not make, and explain why
 you did not make the suggestions. I added the thesis statement to the first
 paragraph. * 3. Reviewer question: Does the essays body stick to the main
 topic? If not, Inhere does it digress, and how could the writer revise the
 paper to make it stay more on the main topic? Sees; the main topic of the
 paper is an extensive overview of the problems Robins faced and a detailed
 analysis of the solutions he might have chosen. In the absence of a clear
 topic sentence, the paper maintains a single theme successfully. Inkie
 question: List the changes made based on this tieback . Also list those make
 the suggested changes. Added the thesis statement to the first paragraph. *
 4. Reviewer question: Does the paper contain any ambiguously-worded or

confusing sentences? Please list them below and offer a suggested revision for each one you identify. The company does continue to recruit potential employees who have an educational background, the determination and desire to perform to the highest standards; the company will be able to be successful in the business world. ” Revised: “ BBC, Inc. Continues to recruit

potential employees who are educated and who possess the determination and desire to perform at the highest standards. By doing so, the company will be able to remain successful in the business world. ” ‘ The BBC, Inc.

Recruiter, Carl Robins been employed by the company for six months in which he has recruited 15 new employees to start training on June 15.

Revised: ‘ CAB, Inc. , recruiter Carl Robins has been with the company for six months. During that time he hired 15 new employees; these employees are scheduled to being their training on June 15. ” In June, Robins discovered several problems while reviewing the applicant’s files in Inch documentation was missing, which needed to be rectified before their hire date. ” Revised: “

In June, Robins discovered a problem when reviewing the applicants’ files; some had documentation missing which needed to be submitted before they reached their hire date. ‘ There also appears to be a failure to communicate to experienced employees by Robins. ” Revised: “ Robins also failed to

communicate with the experienced employees at BBC, Inc. ” ‘ If Robins had communicated with the experienced employees by notifying them, he added help with the class this would have helped him in making a very smooth transition. ” Revised: “ If Robins had notified the experienced employees

about the difficulties he was having organizing the orientation, they might have been able to help him. ” ‘ Robins has been employed by BBC Inc. Or six months, which he was assigned the task of preparing all the required

materials needed for new-hire orientation class. " Revised: " Robins had been employed by BBC, Inc. , for six months. During that time, he was assigned the task of preparing all the required materials for a new hire orientation " The issues Robins in counted were some of the applicants did provide incomplete applications, transcripts. None of the applicants had taken the required drug test screening. Robins discovered the orientation manuals that were available were incomplete.

Robins didn't have enough copies of the manual for each employee to have when during orientation class. Robins also failed to book the location for the training of the new hire orientation class. " Revised: " The issues Robins encountered " ere: some of the applicants did not provide complete applications, some failed to vomit their transcripts, none of the applicants took the required drug test, the orientation materials were incomplete, there were insufficient copies of the orientation materials, and the room for the orientation had already been reserved for separate event. " One of the key problems for Recruiter, Robins is that he must rectify each individual problem before he proceeds with the orientation and they are: " Revised: " One of the key problems for Recruiter, Robins, is that he must rectify each individual problem before he proceeds Ninth the orientation. Those problems are:" Robins failed to verify the training room Nas available on the scheduled date of the class, so now Robins has to make accommodation in the location to satisfy the supervisor's and employees that scheduled for the class.

Revised: " Because Robins failed to verify that the training room would be available on the date of the orientation, he must find an appropriate alternative location. " ' Robins has to verify that all new hire applicants are

qualified for the positions for Inch are available. ” Revised: “ Robins must verify that all new hire applicants are qualified for the available positions. ” ‘

The BBC, Inc. Oppressor’s and management team need to keep the lines of communication open for oversight; follow-up with the employees who are conducting the new hire orientation. ” Revised: “ The BBC, Inc. Superiors and management team need to keep the lines of communication open; they should follow up with employees No are conducting new hire orientations. ” ‘

By Robins in action he now needs to show a sincere concern and take full responsibility for the mishap. ” Revised: “ Robins needs to take full responsibility for the mishap. ” ‘ The inexperienced to Robins in setting up a class did set him up tort tailored that sakes its hard for him to take the responsibility. ” Revised: “ Robins’ inexperience set him up for failure, which could make it difficult for him to take responsibility. ‘ Robins should take in considering that some companies provide lunch to employees for training events so he should:” Revised: “ Robins should take into consideration that some companies provide lunch to their employees during training events. Therefore, he should:” ‘ Robins must take urgent action in the matter of the drug screen testing is very important to the company as this action promotes a safe work environment for all employees. Revised: “ Robins must take urgent action on the drug screen testing.

These tests are very important to the company because they promote a safe work environment for all employees. ” ‘ These weekly meeting will ensure that if any questions or concerns about the training program topics. ” Revised: “ Holding weekly meetings will ensure that any addressed in a timely manner. ” ‘ Robins can complete some of alternatives by personally

take charge, so that he can guarantee that his performance for his Job is at the highest level possible are:” Revised: “ Robins can complete some of his objectives by personally taking charge.

Some suggestions to help Robins perform at the highest level possible are:” ‘ With Robins inexperienced there were still are many alternatives for him to use in a successful new hire orientation training class. ” Revised: “ Even though Robins was Inexperienced, there were still many alternatives he could have used to hold a successful new hire orientation. ” make the suggested changes. I used the above suggestions to help improve the Case Study. * 5. Reviewer question: Which closing strategy did the writer use? Is the closing affective? Why or why not? Offer a revision suggestion for making the closing more effective. He conclusion acknowledges that there were many different methods Robins could have used to remedy, or avoid, his current situation. However, it does not recap or summarize those methods. The closing would be more effective if it summed up the solution Robins could have selected. I like that the closing talks about this being a learning experience for Robins and the company. Including the summary of how the situation could be addressed would make it more impact and help close the I summarize paper. De the case study more in the conclusion. Make the suggested changes? . Reviewer question: Please give the writer feedback regarding the essays affect on you. Really enjoyed the thoroughness of your analysis. You fully explored the difficulties facing Robins and presented ways in which Robins could address each issue. I like that you also addressed ways in which Robins could have avoided some of the situations. Overall, I felt it was a very successful paper. Inquier question: List the changes made based

on this feedback. Also list those that were offered but that you did not make, and explain why you did not make the suggested changes.

I use the suggestions which helped to clear up the case study. Mike Grassier

1. Reviewer question: What is the author's thesis? Carl Robins, a campus recruiter for BBC, Inc. , has the dubious task of hiring and scheduling new

recruits for orientation to their chosen field career. 2. Reviewer question: Is the thesis clearly stated? If not, how would you help the author restate it?

Yes it is clearly understandable. Make the suggestions. 3. Reviewer question:

Does the essay's body stick to the main topic? If not, where does it digress, and how could the writer revise the paper to make it stay more on the main

topic? Sees it stay on topic and clearly identifies the case study. 4. Reviewer

question: Does the paper contain any ambiguously-worded or 5. Reviewer

question: Which closing strategy did the writer use? Is the closing effective?

Why or why not? Offer a revision suggestion for making the closing more

effective. He summarizes the case study which effectively does bring all

points together. 6. Reviewer question: Please give the writer feedback

regarding the essay's effect on you. The case study shows that BBC and Carl were not prepared for the tasks of hiring and training new employees.

Suggested changes.