

University of Wales Trinity Saint David

MANAGING ENTERPRISE IN THE 21ST CENTURY

Student's Name: Salma Sahar

Student's ID: 1706998

Lecturer's Name: Molly Jack

Executive summary

The entire academic research regarding managing enterprise in the 21st Century mainly and specially bestow a enough consignment of journal informative assignment which concern the variety of new system and pattern of managing enterprise and how those information, pattern and system are pledge in a managing business enterprise affinity management. The managing enterprise skills of study educate us how to manage an enterprise from the academic study research which help us to obtain certitude information from social media. Managing and controlling an entire enterprise require sufficient employee who is fully educated and experience from their own perspective of life. Measuring actual performance, setting standard and taking corrective action are the main key principal tool for managing enterprise in a restaurant as Customer Service Assistant in 21st Century and also the venture of an enterprise require utilizing to use modern and firm method for advantageous marketing purpose (Chan *et al* 2018). As Customer Service Assistant in a restaurant need to play a lead job role to manage the total restaurant to make profit and the restaurant can sustain for a long time in a long-run. Enabling the whole work to advanced progress anticipate controlling the special operational methods simply, for the betterment of managing enterprise.

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1. Introduction

Managing means having executive and administrative control or authority. As per the job role of Customer Service Assistant in a restaurant, it controls the entire intact restaurant and instant decision-making. Capability is important because all vital and crucial decision had to go through him/her, to complete and meet the project, idea, team of employee or goal to run the company and as well as to satisfy the customer of the restaurant (Cismas *et al* 2018). It is very essential to be punctual by time and to manage the priorities in order to stay on sequence track with the complete goal on the responsible duty of project.

2. Research-informed Literature:

Academic skills of managing enterprise for University are mainly note-making, group work, referencing, writing skills and presentation and critical thinking skills. The objectives of an organization identified the practical business in a private or public company of an organizational management who are daily used or control by managers and employees to conduct the business entity, called enterprise (Zykov *et al* 2018). I, as a Customer Service Assistant in a Restaurant always manage to achieved and established timetable with definite goals and understand main three elements such as

1. Taking corrective connection:

When performance management and coaching is not successful then I prefer to use corrective action because it is a procedure to operate the business by communicating with the employee of the restaurant so that I can improve their working ability by conveying good communication. In addition, the improvements are proper attendance, unacceptable performance or behavior.

2. Measuring actual performance:

The execution achievement of a soul personality, component or system, group of an employee, organization, is totally process lead by me with the help of reporting, analyzing and collecting is called performance measurement (Sigala *et al* 2018).

3. Setting standard:

The cut scores corresponding to those levels of achievement or proficiency is to define methodology of standard setting. I, have to follow the entire rules and regulation of the restaurant to maintain the status, demonstrate, and play specific skills of quality handling of customer. The

role of mine is to solve the problem of the customer, sell products of the restaurant, taking orders and to fulfill the need of the customer according to their want to satisfy them, provide correct information, books cab (rented car) and hotel room as per their requirement, etc. When the manager of the restaurant is absent from his/ her duty then it is my responsibility to overtake the duty of him/her and perform it properly. In this process I, have to control and manage the other employee and the staff of the restaurant by communicate with them and set their daily work routine, in meanwhile I also interact with the customer to know their experience. I became the medium for the customer to contact with the restaurant. For placing an order, make a complaint, provide information and return a purchase goods, so customer take us invariable for the entire work. A warm welcome always provide to the customer by me (Sigala *et al* 2018). If customer faces any trouble and issue then assistant have to help them. The operators work also check out by me. In a restaurant, the main job role of a customer service assistant is doing multi-tasking and handling people. Leading skills are required are: decision making capability, taking responsibility, ability to follow directions, leadership skills to manage or to run the job effectively, likeability, etc.

3. Knowledge and Understanding of Subject:

The old profession of managing enterprise relatively is project management. First 50% of societal group says that collection of activities and a line of work not really considered as profession. Others 50% says it is a complex world of business with a full proof challenged, discipline and business practice (Hickman *et al.* 2018). The number of communication channels each year start conversations regarding our restaurant are happening in larger numbers. In each and every field controversy and judgmental contradiction is must. The impact of offering or not offering to the customer is does not matter that customer will provide full support or not so, every restaurant should consider the consequences. Consumer awakening is the first job need to be done by any new or old company. Enterprises that recognize this are poised to be the new 21st Century customer service heroes. In 21st Century the project management of enterprise practice fast to meet the challenges of this field. The vast majority of project managers drive business value into a strategic level in some extent so they can get focused in particular point to established the project such as (Balaganoormath *et al.* 2018) 1. Management vs. Leadership: To

accomplish a goal of a set of entities or a group to be control consists of management. To contribute organizational success towards to an individual's ability to influence and motivate the power and control of leaders from managers does not separate by influence and inspiration and vice versa.

2. Tactical orientation vs. systems thinking:

Tactical orientation defines the planning to achieve with long-term goal. Tactics get more concrete with the help of smaller steps and shorter periods along the way by orientation. The context of the larger system work over night to inter-related the constituted parts focus on the analytical holistic approach of the system thinking.

3. Project and requirements management vs. complexity management:

The outcome of the products and services of the project is a requirement to communicate with the stakeholders by analyzing, tracing, documenting, agreeing with prioritizing. Complexity in the enterprise deals with the optimize analysis of business methodology.

4. Linear vs. adaptive:

Adaptive is a process who can adopt any circumstances easily without any force but linear does not have this quality.

5. Business as usual vs. innovation:

Business as usual simply means that as the time change but the method or the way that business runs earlier it does not change it is same as before. Innovation is doing or implementing something new to the company.

6. Project outcomes vs. business/customer value:

The activity or task of a project have some definite aim, actions and objectives, after Implementing all the required points whatever give back is called outcomes of the project. The social, economic, technical and service are the value of business, which provide benefit to the customer company is considered as business/customer value.

4. Analysis:

An enterprise-wide basis deals with the changes and complexity of a business analysis that apply on enterprise. It encounters the broad organizational issue as per individual skills set such as: Dealing with multiple change initiatives at a time, consolidating the operations of multiple business units, merging with or acquiring another organizations (departments/functions), expanding or contracting operations, acquiring or retiring enterprise IT systems, and dealing with large business re-engineering initiatives (Lyon *et al* 2018). The strategic level of the course turns its attention to some particular tool of contraption for example: organization mapping to arrive at an enterprise solution value mapping, business modeling, value proposition and customer value analysis and business process management, capability. The organization's business strategy reflects to provide solution to the issue pre-project activities are increasingly involved in to ensure by the senior business analysts management projects. The senior business analyst becomes a vital contributor of Enterprise Business Analysis with the help of its project portfolio which enhance and the investment is to determine the sound organization. Management enterprise strategy meets every aspect to minimize duplication of efforts across the organization, realign business operations to ensure the organization can maximize the return on investment by all these activities. The frameworks and blueprints of an enterprise to manage business architecture to execute on the strategy along with the roles and relationship followed by technology, information, application and governance so, that a management of an enterprise fits with the updated methodology to succeed a long-run.

5. Practical Application and Deployment:

The support of global customer for modern enterprise provide required support with the deal of the company such as evolving technologies, scalable architecture, changing business requirements (Biemans *et al* 2018). Development means the particular way I convey any commodity to my customer. It is a very significant subject for me to sustain in a long-run because it will be going to help me in how fast I can sell a fruitful outcome in a market easily. Whole team target and efficiency will be affected by my deployment as well as by my bad effect so; I am really very much concerned about it because I won't let anyone down. The product we

sell is almost same to our competitor because it is a restaurant business though I am very careful about my all steps, which I took.

6. Skills for Professional Practice:

Customer Service Assistant is my dream job, which I had dreamed earlier till now. I have learned many new and updated theory, technology, information, rules and regulation as well, when I am in academic year now I can implement all that learning in this field without any issue. I want to give my 100% in this job role so, that no can bet me. I want to guide, lead or conduct my team at the top. I want to achieve higher position, designation through my smart, hard and efficient work. I need to be more specific regarding this job so I need to do more practice with my co-partner.

7. Conclusion:

In this particular field I and my co-worker or my team needs to follow Start-Stop-Continue process to sustain in a long run. The existing skills and required skills would be adjusted to meet The presentation of my required performance need to be done very neatly and adequately (not more or not less formula) , which I need to be follow with my all understanding. And I do not want to miss any opportunities which will lead to a threat for my career or it can be for my entire life. I am very possessive and strict about following each and every rule s and regulations.

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