

UNIVERSITY OF WALES TRINITY SAINT DAVID

CERTIFICAT FOR HIGH EDUCATION

IN SKILLS FOR THE WORKPLACE

Student Number : 1707272

MARIN RITA ELENA

MANAGENING ENTERPRIZE 21ST CENTURY

MR.SYED HAMMED

TO MAKE OUR BUSSINESS **“EVERYBODY’S FRIED CHICKEN”** A GREAT WORKPLACE I TRY TO HAVE A GOOD COMMUNICATION WITH A CLEAR VISION TO BELIVE IN OUR KEYS TO SUPPORT OUR SELF TOGHEDER LIKE A TEAM WITH TRUST AND FREEDOM TO BE MOTIVATE SO I FIND A WAY TO PUT THEM IN CONTROL OF THEIR JOB.

MY KEYS ROLES AS A LEADER STAFF I WAS INSIPRE EMOTIONAL ATTACHMENT TO AN ATTRACTIVE VISION AND TO MAKE SUCCESS VISIBLE MY TEAM BELIVE IN CAUSE AND EFFECT THAT INDIVIDUAL WORK COUNTS AND DOING THEIR BEST REALLY DOES LEAD TO A BETTER LIFE FOR ALL CONCERNED.

I TRY TO CELEBRATE TEAM SUCCESSES TO KEEP THE TEAM MOVING FORWARDS TOGHEDER TO RECOGNIZE EVEN SMALL STEPS IN THE RIGHT DIRECTION TO GIVE EVERYONE A ROLE TOO PLAY IN IMPLEMENTING THE TEAM VISION AND ASK THEM TOO REPORT BACK TO ME ON WHAT HAS GONE EXCEPTIONALLY WELL AND WHAT NOT SO WELL.

I TRY TO EXPLORE WITH INDIVIDUAL TEAM MEMBERS THEIR UNIQUE MIX OF VALUES, LIFE EXPERIENCES, KNOWLEDGE AND SKILLS PLUS POTENTIAL ABILITIES.UNDERSTAND WHAT SPECIFICALLY MOTIVATES EACH PERSON TO ENGAGE WITH THEIR WORK AND WILLINGLY RELEASE THE EXTRA THEY HAVE TO GIVE.

EACH PERSON WE WAS LEARN HOW TO MAKE A CONTRIBUTION TOWARDS TEAM GOALS. MORE OUR TIME WE WAS SPEND ON DESIGNING AND IMPLEMENTING SYSTEM, STRUCTURES AND STANDARDS.COMUNICATION IN OUR TEAM WAS BECAME VERY STRONG TO CAN RESOLVING TENSIONS BETWEEN DEVOLVED UNITS AND THE CENTRE SO I MANAGE RELATIONSHIPS TO ENSURE THAT ALL PARTS OF THE TEAM WORK COLLABORATIVELY .

RITA ELENA MARIN

ALL MY EXPERIENCE ON THIS BUSSINESS IT WAS VERY INTENSE AND ADAPTATION ON MY POSSITION LIKE A LEADERSHIP ROLE WORK WITH STAFF SO I TRY TO PREPARE MYSELF TO DEVELOPING MY COMPETENCES INVITE EVERYONE TO MAKE THEIR OWN CONTRIBUTION TO THE DESCRIPTION OF THE LIST OF COMPETENCES IN TERMS THAT MEAN SOMETHING TO MY STAFF OR IN TEAMS, ADAPT TO A WIDE RANGE OF SITUATION AND APPRECIATE DIVERSITY ON OUR WORK.

I TRY TO MANAGING MY STAFF ON THEIR BASIC SKILLS TO MOTIVATE THEM THAT WE CAN CREATE GREAT WORKPLACE GIVING THEM THE FREEDOM ,FULLY SUPPORTED USING THEIR BEST THINKING I HAVE FOLLOW SAME STRATEGIES:

- TRUST ON MY STAFF,MAKE THEM TO FEEL GOOD ,
- GIVE FREEDOM WITHIN CLEAR GUIDELINES,
- BEEN OPEN AND TRANSPARENT ,
- CELEBRATE MISTAKES,
- I TRY TO KEEP THEM FRIENDLY BUT ONLY PROFESSIONAL,
- I WAS TRY TO MOTIVATE MY STAFF FOR THEIR WORK,
- I TRY TO REDUCE THE STRESS TO MY STAFF.

ALL MY EXPERIENCE ON THAT TEAM IT WAS REALLY VALUED FOCUS HELPING ME TO UNDERSTAND AND TO BE SELF MOTIVATED WITH THE TEAM, ROLES, STRENGTHS AND TO FIXING THEIR WEAKNESSES.

I ENJOYED TO WORK WITH ALL MEMBERS OF STAFF,IT WAS A GREAT SKILLS WORKPLACES WHICH I LEARN A LOT OF INTERESTING THINKS FOR ALL OF THEIR EXPERIENCES,WE SUPPORTED EACH OTHER TO DO A GREAT JOB OUR BEST THINKING.WE HELP US TO CREATE GREAT PLACES TO WORK IN OUR TEAM WITHOUT STRESS AND WITH RESPECT EACH OTHER AND OUR RESPONSIBILITY WE RESOLVE TOGHEDER.

RITA ELENA MARIN

UNIVERSITY OF WALES TRINITY SAINT DAVID

CERTIFICATE FOR HIGH EDUCATION IN SKILL FOR THE WORKPLACE

LEROY MORRISON

STUDENT ID No: 1705764

MODUL NO: BMSK4006_LON

MANAGING ENTREPRISE IN THE 21ST CENTURY

LECTURE NAME : MR. SYED HAMMED

15/12/2017

Leroy Morrison
Student Number 1705764
Managing Enterprise in the 21st Century
Lecture name Mr Syed Hammed

Introduction

Due to the rise of electronic devices and innovative ideas being introduced in our everyday lives, Managing Enterprise in the 21st Century will help us to transition into modern day society by encouraging us to become entrepreneurs with the necessary skills to

spot opportunities, creating new ideas while having the confidence

and capabilities to turn these ideas into working realities(Nixon 2004)

So far in this course we have been provided with opportunities and

motivation to work creatively and independently. We achieve this by

working as a team to do tasks and also evaluating each other strengths and weaknesses. We have created a power-point which showcase us as a group but also as individuals.

We had to develop ways to research, analyse and think about different strategies to apply in the workplace. This was done by reading (Enterprise and Small Business by Sara Carter and Dylan Jones-Evans), watching videos, attending tutorials and having group

discussions. Google was also used to research information.

In class, we had to demonstrate taking risks and people management skills, managing time by doing group projects. We did role play which involves everyone taking part, being a different character, managing each other by minimising risk or dealing effectively with them if they arise.

Teaching us to develop and enhance our skills and attitudes to be able to work in an unfamiliar environment and responding to unexpected events, when needed, is also an important asset we have learnt. This was done by group discussions and having debates

about if this happens then we do this and vice versa. Doing communication skills in IT, socialising, sharing knowledge and skills

from previous work environment and the tutor speaking about the

positive attributes which will help us to gain deeper understanding of

becoming a well-rounded candidate has prepared us for the unfamiliar environment and responding to unexpected events that may arise.

Since starting this course I now have a better understanding of what

I am capable of, which gives me more confidence in my own abilities.

To achieve my goal of becoming my own entrepreneurs in business

(Dealing with customers) Give the customer your full attention and

listen to the whole problem before responding and do not jump the

gun can lead to miss understanding.

(Try to understand) you might deal with complaints on a regular basis, or may come across a similar scenario try to understand the customer problem from their perspective.

(Customer Rights) Try to make the customer feel that they are important to you because it's your business and you don't want it to

be sabotaged by any customer.

(Saving the business) Learn how to deal with the problem at all time

health and safety is also a major factor that will help the business customer service the service that you provide to the customers must

always be on point if you see something is wrong you must stand up

to the challenge in any situation and don't leave it to someone else.

(Help it is vital to ask for help if you cannot handle something if you

are on your own stay calm and be professional about it try and get a second opinion from your colleague it will put you in a deferent frame of mine in a very professional attitude never try and pull off a situation that you cannot manage do not put yourself in danger (Time management time is very important for the business employee must be there about fifteen minute before open time to get ready. and prepare and refresh for the customer not looking tired and wash out customer like to see a smiling face with a friendly attitude (Customer orientation versus) Marking as an organisational philosophy indicates that an assessment of market needs comes before new product development. Entrepreneurial business owners frequently do it the other way they start with an idea and then try to find a market for it. Creativity and innovation in product or service development are the hallmarks of successful entrepreneurship (Drucker, 1985) page 330 enterprise business) (Attraction of an initial customer base certain customer who may not conform but looking for more customer of the same profile in many cases trying to emerge with other customer to get a better understanding an outlook how to get better in business

having customer service skills make it a little easy to cope with difficult customer when it comes to it handing things under pressure

give you the experience that you need to develop from day to day in

the work place business cannot exist without a customer service in

place if no customer service your business will collops it will not survive it will die and not recovered at all.

UNIVERSITY OF WALES TRINITY SAINT DAVID

CERTIFICATE FOR HIGH EDUCATION IN SKILL FOR THE WORKPLACE

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DATE: 15/12/2017

**MANA
GING**

ENTREPRISE IN THE 21ST CENTURY

LECTURE NAME : MR. SYED HAMMED

EVERYBODY'S FRIED CHICKEN (EFC)

The company will be advertising on social media such as; Facebook, Twitter, You-tube, Instagram, Messenger, Just Eat, Hungry House and on live Facebook. This will enable us attract the young generation since most children of this century now use social media as their first point of contact.

The company has already set up a website, which is free and accessible to all customers. Through this website, customers can place their orders, comment on our services and also suggest any recommendations for improvement or make complaints where they are not happy.

The company will advertise in the Borough's local Newspapers and nearby shops and supermarkets near Oval.

New staff will be employed to distribute leaflets at Oval Station, since nearly 80% of the people from the local community use this station.

Arrangements will be made for someone to visit Oval University, Local Schools and nearby Estates, to spread the word around about the newly opened Chicken shop – "Everybody's Fried Chicken" and also inform them about all the discounts offered in the new branch, to our esteemed customers.

Lastly, the company will be advertising on Televisions and Radio Stations during their commercials. All this is to spread the word far and wide.

In conclusion therefore, advertising through all the various sources of communication is very vital in boosting and expanding the business. The more people hear about Everybody's Fried Chicken, the higher its chances to grow and succeed. It is also important that good standards are maintained throughout.

UNIVERSITY OF WALES TRINITY SAINT DAVID
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MANAGING ENTREPRISE IN THE 21ST
CENTURY

HAMMED
LECTURE MR.SYED

Pricing and Strategies

A business can use a variety of pricing strategies when selling a product or service. The price can be set to maximize profitability for each unit sold or from the market overall. It can be used to defend an existing market from new entrants, to increase market share within a market or to enter a new market.

Pricing is one of the most vital and highly demanded components within the theory of marketing mix. It helps consumers to have an image of the standards the firm has to offer through their products, creating firms to have an exceptional reputation in the market. The firm's decision on the price of the product and the pricing strategy impacts the consumer's decision on whether or not to purchase the product. When companies are deciding to consider applying any type of pricing strategy they must be aware of the following reasons in order to make an appropriate choice which will benefit their business. The competition within the market today is extremely high, for this reason, businesses must be attentive to their opponent's actions in order to have the comparative advantage in the market. The technology of internet usage has increased and developed dramatically therefore, price comparisons can be done by customers through online access. Consumers are very selective regarding the purchases they make due to their knowledge of the monetary value. Companies must be mindful of this factor and price their products accordingly

Good pricing strategy helps you determine the price point at which you can maximize profits on sales of your products or services. When setting prices, a business owner needs to consider a wide range of factors including production and distribution costs, competitor offerings, positioning strategies and the business' target customer base.

1. Pricing at a Premium

With premium pricing, businesses set costs higher than their competitors. Premium pricing is often most effective in the early days of a product's life cycle, and ideal for small businesses that sell unique goods/services.

2. Pricing for Market Penetration

Penetration strategies aim to attract buyers by offering lower prices on goods and services. While many new companies use this technique to draw attention away from their competition, penetration pricing does tend to result in an initial loss of income for the business.

3. Economy Pricing

Used by a wide range of businesses including generic food suppliers and discount retailers, economy pricing aims to attract the most price-conscious of consumers. With this strategy, businesses minimize the costs associated with marketing and production in order to keep product prices down. As a result, customers can purchase the products they need without frills.

4. Price Skimming

Designed to help businesses maximize sales on new products and services, price skimming involves setting rates high during the introductory phase. The company then lowers prices gradually as competitor goods appear on the market.

5. Psychology Pricing

With the economy still limping back to full health, price remains a major concern for American consumers. Psychology pricing refers to techniques that marketers use to encourage customers to respond on emotional levels rather than logical ones.

6. Bundle Pricing

With bundle pricing, small businesses sell multiple products for a lower rate than consumers would face if they purchased each item individually. Not only is bundling goods an effective way of moving

unsold items that are taking up space in your facility, but it can also increase the value perception in the eyes of your customers, since you're essentially giving them something for free.

As we have discussed the price you charge for your products and services is important because it is an income source and unlike the other elements of the marketing mix isn't a cost. It is also important because it determines how much profit you make. Your challenge however is setting the right price for your product and ensuring that your pricing strategy doesn't turn customer's way.

Forecasting sales of location based businesses

If you are operating a location driven business, such as a shop or a restaurant, the best thing to do is to go in the street where your business will be based and look at how many customers the other shops or restaurants in the street have.

If you feel that your concept is too different from the shops and restaurants in your street, then try to find a street with similar traffic which has shops and restaurants with a similar concept to yours.

When you go on street due diligence like this you need to make sure you that your analysis isn't biased by the day of the week and the attached seasonality. Make sure you cover at least one weekday and a full weekend.

Once you have estimated the traffic, all you need to do is to apply a conversion rate to deduct the number of sales.

Location

Oval station located in Kennington of the London Borough of Lambeth. Surrounded by churches and universities, so the traffic will be good and sales will be good also.

Reference

- <http://smallbusiness.chron.com/different-types-pricing-strategy-4688.html>
- <https://www.bizfilings.com>
- <https://en.wikipedia.org>

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Skills for the Workplace

Managing Enterprise in the 21st Century (BMSK4006_Lon)

My Lecturer

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20/11/2017

EFC

Everyday fried chicken

Stock Control and Risk analysis

Introduction

As a group member my role is for stock controlling and risk analysis. I do maintenance of stock levels, ensure the regulation of in-stock level complies with inventory parameters. My role to placing of orders and receive. I do carry out assessment and create good business relationship with supply chain, also identify the risks and develop solutions to minimizing losses. I must ensure the requested goods are maintaining quality as requirement and delivered on time.

Brief Description

As stock controller I do check every day that I have enough supplies such as:

A variety of sauces, different types of chicken, chips, oil, beverages, soft drinks, vegetables, spices, ingredients, boxes and carrier bags for takeaways etc.

I do contact to our suppliers if we are near out of supplies and try to make deals with the suppliers for larger profit.

Maintain accurate record of inventory and stock management systems according to set standards.

Ensure regulation of stock level complies with inventory parameters.

Need to place of orders and ensure requested goods are delivered on time.

Collaborate with production personnel to ensure manufactured products are of consistent quality.

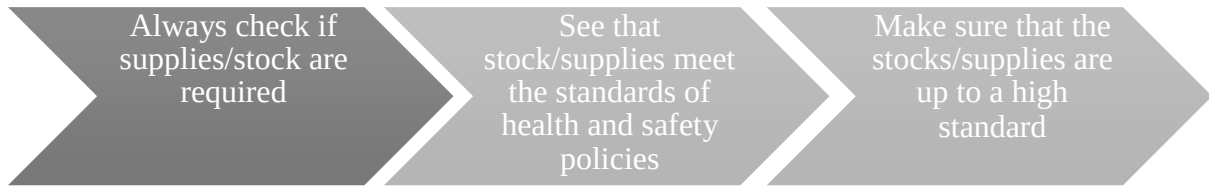
Engage in the forecast of supply and demand to obtain information useful in improving the continuity of supply chain.

Supervise the maintenance of a warehouse/storeroom and ensure proper arrangement for stock.

Establish and maintain good working relationships with suppliers to enable easier procurement of products.

I make sure that the business has stock and usually makes deals with suppliers to ensure that business gets the best stock possible.

Key points



Risk analysis

There is so many laws, regulations, codes of practice and guidance for production, food processing, serve in eatery/fried chicken shops, packaging, labelling of food stuffs are governed by food standards agency (FSA) and other authorities.

Try to covers all aspects of risk from food safety and hygiene and quality control. Risk assessments reviewed at least once a month depend on business circumstances or when significant changes in personnel or work practices occur.

I do review the risk assessment every month, or straightaway if major changes in the workplace happened. To get a better understanding of the risks, I also asked staff to report any accident, or anything.

To completing my risk assessments, I do follow of guidance, generic risk assessment checklists and take information from HMRC under Health and Safety details if further action required to prevent risk.

Hazard

Accurately identifying the potential hazards in workplace is most important aspects of risk assessment.

I ensure that to carrying out physical inspections in first instance.

I ensure that staff have access to a first aid kit and feel competent to immediately treat minor cuts or abrasions.

Check manufacturer's instructions for chemicals and equipment as they can be very helpful in explaining the hazards and putting them in their true perspective.

Clean and dirty storage areas must be provided to deal with post-visit contaminated kit.

As a risk analyser try to make sure customer area nit and clean.

Food Contamination: Possible effects or harm is food poisoning.

Falling objects: Physical harm from objects falling on head or feet. Ensure safe access for everyone,

Unstable stockpiles: Physical harm caused by moving piles of aggregate etc. Stock controller to remain within the store always and to refrain from climbing onto stockpiles.

Fire Alarm on premises: possible effects are injury/harm etc. Management should be aware of it like fire evacuation, fire exit etc. Remind staff to check every day. Consider working environment and where possible move activity to a clean area.

Working at height

Slip, fall from height, personal injury to back, head, limbs etc. Warning sign always to display, ensure we have safe access onto and safe egress from all. Carry light tools in a shoulder bag.

Staffs are must have aware of the surrounding environment and potential exposure to harmful substances e.g. gases, proximity to hot pipes, electricity cables.

Check condition of shop and store e.g. wet/slippy, holes in the floor.

Regular checks are carry out, facilities in the shop e.g. toilet, table/chairs, dirty, hot and cold water etc.

Conclusion

If there something with the potential to harm need to put in record book acts and immediate resolve or set the time/date to resolve it.

Risk analyser should certify that all are in controls which is reduce risk to as low as is reasonably practicable, all staff should be informed and safe systems of work have been applied for good business environment to ensure good business.

References

Food standards agency

www.hse.gov.uk

www.hse.gov.uk/pubns/indg163.pdf.



