

Assessment Centre Group Problem Solving Activity

Work as a team to understand why customer satisfaction has fallen and agree a realistic plan.

Student instructions

- Groups of 4–5. Choose a timekeeper and someone to present your plan; everyone should contribute.
- You have 30 minutes to discuss the scenario and complete the action plan.
- Use the figures below as clues. Some causes are uncertain. Explain how you would check them before making major changes.
- Agree your top two priorities, three actions, who would lead each action, and how you would know whether the plan worked.

Scenario

You are the management team at Harbour Café, a small café near a college. Over the last three months, customer satisfaction has fallen from 82% to 61%. The manager wants a simple improvement plan that can begin next week. You have a limited budget and cannot hire extra staff this month.

Information available to your team

What you know	Recent evidence
Customer feedback	40 comments: 18 mention slow service, 10 order mistakes, 7 limited vegetarian options and 5 unclear prices.
Service time	Average lunchtime wait rose from 8 to 15 minutes. Most complaints relate to 12:00–13:30.
Staffing	Four employees cover lunch. Two started recently; training has been informal.
Online reviews	The café received 12 negative reviews in the last month. Several mention waiting; two praise friendly staff.
Budget	Up to £300 is available this month for improvements. No new permanent hire is possible.

Group action plan

Group members: _____

Our two main priorities:

1.

2.

Action	Who leads it	When	How we will measure it

How we would use the £300 budget:

One possible risk or trade-off: