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University of Wales Trinity Saint David

**Developing Workplace Critical Thinking
BMSW5101**

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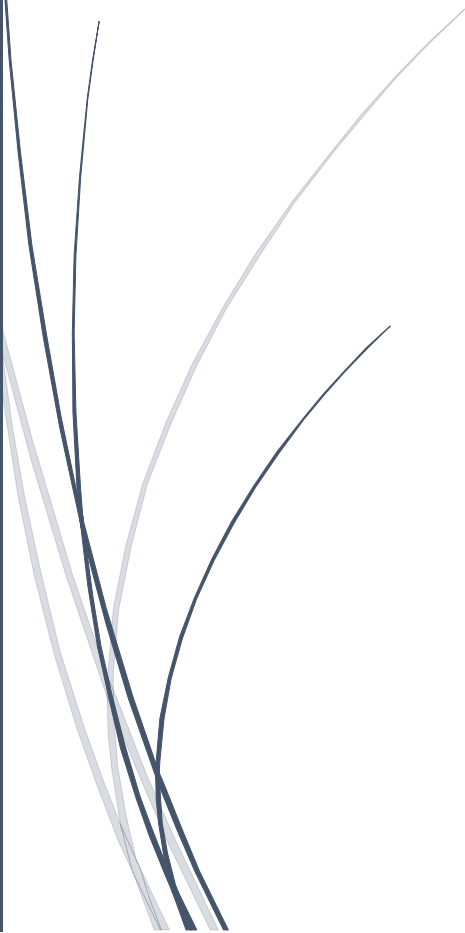
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Table of Contents

1. introduction
2. Background of Manchester235 casino
3. Management Theories
4. Management theories of Manchester235 casino
5. Believes, Attitudes, and Values of Manchester235 casino
6. Organizational changes at Manchester235 casino
7. Conclusion
8. References

1.Introduction

Critical thinking is all about asking questions, the rights question. Everyone has a right to express their opinion, thoughts, beliefs, values, and emotions. People can express themselves in different ways, speaking, writing, or body language. Many of us give views and speak without thinking, and sometimes we believe that we know everything about what is right or wrong to say or act. Others don't have the experience to understand how to communicate, or people don't have enough knowledge about a particular subject or language barrier difficulties. When people asking questions, they don't think it is the right one. The right questions help us to review the meaning and the significance of claims and arguments. Learning and Developing those skills help us in our life to evaluate and adapt at the workplace in different situations, problem-solving, and decisions making. This assignment will be discussing Scientific management, JIT management, Human relations approach, Bureaucratic management, de Bono's Six Thinking Hats theories models describing the Beliefs, Attitudes, and Values changes and how the Coronavirus Disease 2019 pandemic affect the environment in impact Manchester235 casino. This paper focused on developing critical thinking, a connection between what is studied, how it is reviewed, and the variety of opportunities to learn with others (Lamond, 2015).

2. Background of Manchester 235 casino

People entertaining is necessary for the business, they always want the customers to be pleased of our environment. People from across the world were visiting to try their luck, some people doing it for new experience, others for serious gambling. One of the famous companies in the casino industry, Caesars Entertainment, the market leader for forty years, presents gaming and entertainment, restaurants and bars located throughout the UK, Egypt, and South Africa. There are nine casinos in the United Kingdom: Manchester 235, The Empire, Sportsman, The Golden Nugget, The Rendezvous, The Rendezvous Brighton, Rendezvous Mayfair, Alea Nottingham, and Alea Glasgow, there are only two casinos in Egypt, The London Club Cairo, and Caesars Cairo, and one in South Africa called The Emerald Resort and Casino (Open Corporation, 2021). One of the casinos in Caesar Entertainment company Manchester 235 casino presenting to the customer's entertainment and hospitality. Located in Manchester, England, a highly-reviewed restaurant James Martin the casino offering excellent and delicious food, upscale feel variety, live events. There is a game for any size gambling budget as roulette, blackjack, various slots machines, dice rolling, punto banco, and poker, elevated customer service, and warm welcoming, provide entertainment and satisfaction to visitors (Great Northnern, 2021). The UK's highest rate venue is open twenty-four hours, and everyone is welcome to have a wonderful experience with our environment.

3. Management Theories

Management Theories help employees efficiently to adapt and develop in their workplace. The systems of the theories give a better understanding

of their goals and accomplishments (TecnoFunc, 2020). An organization is a group of people working together to achieve one or more goals. Born In Adelaide, South Australia, in 1880, Professor George Elton Mayo discovers the experiment of theory The Hawthorne studies, he found a method to motivate the workers. The process demonstrates that employees' personal lives could affect their work. It also showed that when management pays more attention to the workers, productivity increases, the method also describes human relations development importance. Those relationships involve individual and group behaviors and have caused an effect on organizational accomplishment. Good relationships between managers and employees are essential to a successful business (Bruce, 2012). The professor describes those human relations are all about interacting and connecting with people, working in a team, and collaborating. The management must concentrate on three fundamental principles: job satisfaction, attention, social interaction, and individual achievement. Hawthorne researchers' values theory creates a better communication strategy for a formal organization (Blyton & Jenkins, 2007). The purpose is to bring harmony for the employees at work. This model showed that happy workers are more productive than unhappy workers.

Frederic Winslow Taylor (1856-1917) was an American engineer and management consultant who created another motivational theory called Scientific management, also known as Taylorism (Taylor, 1972, c1947), initially used in factories, emphasizing efficiency by focusing on employee-oriented and productivity. There are three components monitor, measure, and control. People must have a specific task to master, and every employee supervises. Employees are rewarded based on their performers. He also thought that businesses need to use science and

timing how long and the best way to complete the task efficiently. The advantages of this theory for companies are to increase productivity, employees don't have to be skilled, and the most productive employees receive higher wages. The disadvantages are that people are dissatisfied with the job, survival of the fittest environment, and created unemployment. This model showed that the more productive, organized, and loyal people are at work, they will be respected and well paid. More valuable workers could easily replace the people who identified as less applicable.

The other method that we learn in this Moodle is JIT management. Created for Toyota by Henry Ford (1924), Just in time method but adapted to the specific circumstances in Japan. Present and developed by Taiichi Ohno (1912-1990) after the second world war, demonstrated the philosophy to make the entire production system only work with what is a need and minimize wait times between each step. Before Just in time, the company keeps maintaining warehouse files with the parts and raw materials needed. When surpluse was getting low, they will order enough to keep working until the new delivery arrived. The company discovered that it would be better to keep doing the same orders as soon as the next one arrived. That way, they never need to keep this spare parts supply (Ohno T., Bodek N., 1988). The company warehouse cost is expensive, and they need to pay the staff, power, security, massive space for the parts not making a profit for the company or adding value for the products. Toyota uses Japan's relatively small size to its advantage. They could rely on supplies delivering on time because they need to travel on small distances. It is crucial because if the company has a problem with the products, they could stop the whole system. They know the risk is worth it because of the enormous savings on the inventory and staff costs. In

Just in time management theory, the company is forced into quality to be efficient, and they need to make sure everything is working perfectly. The meaning of this theory is that when the Just in time philosophy is to work well, the employee can trust the staff and work reliably.

Max Weber (1864-1920) was a German sociologist and political economist who created Bureaucratic theory management present different methods of how to operate the entire organization published in 1922. When we hear the term bureaucracy, we think of inefficiency and red tape, incompetence, ineffectiveness, and rigid administrators blindly enforcing rules. When Weber presents bureaucratic organizations, these problems were associated with the monarchies rather than bureaucracy. Seven elements characterize bureaucracy: **Qualification-based-** hiring employees is based on their education or technical training. **Promotions based-** is dependent on employee's performance and achievements at the workplace also instead of the organizational owners, the managers decide who will be promoting. **Chain of command is when** each job occurs within an order, in which each position reports and is liable to a higher position. A grievance position gives human rights to appeal and protect people in a lower place. **Division of labor-** responsibilities and tasks are separated and defined; **Impartial application of rules and procedures-** procedures and regulations applying for all members of staff in the environment and present in a neutral manner regardless of the positions; **Managers and owners separation-** the owners of the environment should not be involved in supervising and managing the organization; **Fairness supplanted favoritism-** the goal of value replaced the purpose of personal gain and logical rules. The position took the place of traditions or uninformed decision-making. This theory defines how bureaucracy managers influence employees, treat people equally,

and fairly promoter punish them with an agreement or non-agreement rules and policy (Suzuki & Hur, 2020).

Edward Charles Francis Publius de Bono creates the last theory discussed in this assignment, named the Six thinking hats method. Each hat has a different color; black, blue, green, red, white, and yellow are metaphors of different thinking styles. All of them represent a philosophical system that could help people individually, or groups solve problems and decision-making—following the procedure allows people to avoid possible risks before committing a decision. **White hats** state information and facts that we already know; yellow hats declare optimism, positive, and value and benefits. **Red hats** were for expressing feelings, emotions, reactions, and opinions, blue hats communicated for managing and controlling, and green hats were said to create new ideas and explore new solutions to problems. **Black hats** are stated for discovering difficulties and considering what went wrong. This system helps to develop clear thinking, be more focused, productive and opens the opportunity for creativity for problem-solving and decision making (Payette & Barnes, 2017).

4.Management theories in Manchester235 casino

The Manchester235 casino environment has many departments. They are separate in gambling, entertainment, and hospitality. Each department has different responsibilities, and rules employees must follow at the workplace. Following the Scientific management theory (Taylor, 1972, c1947), will help describe the organization. When the management is hiring people to work in Manchester235 casino, they always want first-class-based employees. They carefully look at their experience,

favoritism, and people need to have a presentable resume, qualifications, and skills suitable for the environment. The environment always wants the best employees, and they are choosing people carefully. At hospitality departments, employees as bartenders, waitresses, waiters, chefs, kitchen porters, receptionists have an interview with the supervisor or manager, the gambling departments workers as croupiers, inspectors, poker dealers, and cashiers need to have table tests that the management can check their skills and decide if people are qualified for their position that they are applying. Everyone has a three to six months probation period to present and develop in the workplace. Manchester235 knows as a decent casino with a high level of customer service in the UK. The casino has a system for stimulating people to be more productive and get a promotion at the workplace.

For the new employees in Manchester235 casino, the management provides induction of the casino rules and regulations, and training support must be provided. No matter how much experience they have, the organization needs to explain what guidance the workers must follow at work. In the casino industry, people working long hours in different shifts have night and day shifts, the job is heavy and stressful, and lacks personal life because of those factors, people are a force to leave the casino. The communications between managers and supervisors must be strong and help the casino culture establishing. In the gambling industry, customers are challenging to handle. Still, some benefits can help employees develop knowledge, receive training, and helping people to reach their full potential, and motivating the workers to improve their leadership skills. (Li, et al., 2017). In every job, there are advantages and disadvantages. Following the Taylorism (Taylor, 1972, c1947), such as Manchester235 casino has principles to produce productivity and high

entertainment standards. Each employee working in a different department has different tasks and responsibilities. During the probation period in Manchester235, casino management monitoring each person on how they perform.

People have the right to be late or call they are sick three times during the probation period. The management doesn't approve employees to be late often for work; unfortunately, many employees getting fired for disrespecting these rules. The breaks in this environment are complicated, and sometimes people must stay longer hours without a break or even without a break during the whole shift. The reasons are the lack of staff, busy days or they believe the longer employees are working without a break, the more productive and helpful they will be. The employees who have been working in the organization are expecting promotions in higher positions. In Manchester235 casino, people have rewards by their performers. Every year there is a pay raise in the environment, and each employee is monitoring through this year. First, they need to pass the probation successfully, and the rest is dependent on people's behaviors and attitudes. The environment believes that are not enough people to be good in their jobs. The workers must have a good mood and good relationships with management, customers, and co-workers. Those skills are vital for the employees to be promoted with a pay raise and promotion in the environment.

The high standards of the organization motivate the people to develop and be more productive. Using this system, Taylorism is that it increases productivity and finds the best way of working. Another benefit for the business's productivity is the environment gets more output, and therefore the management needs a small number of employees in Manchester235 casino. On the other side, deposite growth and productivity, people are not

fulfilled by the work they are doing, and most of the people feel job dissatisfaction because of the night shifts, long hours without breaks, and pressure from the management. Considering the current worldwide situation with Covid 19, too many people have left without jobs in Manchester235 casino environment because of the following system, the management making decisions of who to keep their jobs based on their performance, unfortunately, those influences are creating unemployments and strikes for the people.

5. Believes, Attitudes, and Values in Manchester 235 casino

Beliefs, values, and attitudes are an important influence for learning different arguments and various viewpoints (Lombardi, et al., 2020). We all must face some difficulties, bad times, healthy issues, small or big problems in our life. These problems have somehow given us some pain or loss, and with time everything is going away. When people start to look back and realize how much they learn from that difficult phase of their life. I believe everything is for a reason, and those lessons could help change our lives in a better way. Every person has different beliefs, attitudes, and values, each of us sees the world differently or has other religions. To build our personality and character, people need time and experience. When people in a particular organization want to go on well with the team, not everyone connects and gets along. Still, it is more important for the people to accept one another. These elements could help the employees improve and develop at the workplace. Also, it helps to analyze, observe different salutations that could help you also in your personal life. For

example, people value their friends and believe that they are better to be within a family, attitude is that if they get in trouble, they go first to their friend, not family, because of their personal beliefs and values, or a lot of people believe in education, the parents value that their kids must have a university degree and behave if their kids do not go to school or university.

While working in Manchester235 casino, I understand and learn what beliefs, attitudes, and values are. Customer service is the number one importance in the environment. When employees are working in the casino-entertainment industry, they need to communicate with the customers. Most of them are regular, and the management expectations are for the workers to have a good relationship with them. Manchester235 valued their employees to be well informed about their products like food vouchers, new poker tournaments, or live events. The casino also welcomes VIP customers. The employees always need to use formal language, and workers need to ensure that the customers are satisfied with our services. To be presentable, always smiling, positive attitude, helpful, working in a team, respect of the management and co-workers are also essential values in the environment (Caesars Entertainment, 2021). Attitude is a learned tendency to evaluate different situations like people, issues and evaluate in a certain way. Everyone has other characters, feelings, and emotions. Worked in an environment, the workers are experienced stressful situations with customers. There are problematic people in the gambling industry, and sometimes it is hard to stay calm and control the conditions when the customers are showing a bad attitude. In those cases, the employees must let the management handle those types of situations. The leadership in Manchester235 doesn't tolerate wrong behavior customers, and they always protect the

employees. The belief in the company is that if the employees are happy, the customers will be satisfied too. The casino gives workers opportunities for improvement in their position, willing to help and provide a new idea for developing the environment. It takes time and patience for the employees to follow all the regulations given by the government and management. People have been anxious and still stressed after the lockdown, staying at home, and watching TV news about the global pandemic. How people are dying to be worried about your loved one and their jobs is typical to change their beliefs, attitudes, and values in people's minds, no matter how strong their characters and personalities are. After all, we are all humans.

6.Organizational changes in the organization

Analyzing the Coronavirus Disease 2019 pandemic and the environmental changes, people became more considerate about their jobs and health. The stress was a lot, and it's challenging for the workers to adapt to the situation, wearing face masks, social distance, regular tests, and hand washing at work. During the pandemic, many people lost their jobs, family members, friends, and even their mental health, sacrifice, and fear of death were more than double. These factors change and affect their attitudes, beliefs, and values that will be any solution to stop spreading the virus. Before the vaccine was provided, there were many views and different opinions about the illness. In 2021 has been providing vaccines for immunities, protection, and control against the virus. The government requires that everyone take the vaccines because it will be easier to expect worldwide economic and social distance. The highest percent of the people are not willing to take the vaccine because of trust issues. There is much different information on the internet, TV news,

paper news, and speculation about the disease. People have less confidence in the cure provided. (Boey, et al., 2018).

The national lockdown on March 23, 2020, to stop disease and reduce the spread to others "Stay home, Protect the NHS (National Health Service) and Save lives" (Harky, et al., 2020) . The pandemic brought chaos and stress for a lot of employees in Manchester235 casino. For some people work from home is a benefit, especially if they have families and kids. Unfortunately, the other people who lost their jobs are back to the countries they are coming from and trying to adjust to the global pandemic. During the pandemic were a lot of changes in the environment. The employees must wear face masks throw the whole time at work, they need to provide negative tests every week, and the schedule was separate for all departments. The management decides that when the casino is re-open after the lockdown, the first three mounts won't be twenty-four hours open for our customers. Each department started working on different days and hours. The gambling tables such as roulette, blackjack, and poker have a protecting shield because everyone needs to keep social distance. Because of the shortage of staff in the hospitality departments, the managers decide to make a self-serving table for drinks like coffee, tea, and water. The restrictions for the customers were changed. Manchester235 casino must minimize the number of customers coming to the casino. On the roulette tables were allowed no more than ten people. On the poker tables, there were no more than five customers, including the employees. The workers must clean the cards every time after their colleagues change them for a break.

Those changes affect the business environment because of the restrictions for limiting the number of customers in the casino. The

company doesn't make a profit. As usual, the employees earn fewer tips, and the salary is not the same because of the schedule differences and restrictions for working hours. The attitudes and values of the employees have affected the business, and the workers are not stimulated to go to work or provide good customer service because everyone is afraid about their health and safety. It is difficult for the workers to cover all bills with small incomes, especially if they have families and kids. The management believes that all the employees must be safe and less stressed. Manchester235 casino decides to give advances to every employee struggling with financial issues during the restricted period after the lockdown. Instead of every year, the management changes the employees' pay raises every six months. To save everyone and back to normal, the employees in Manchester235 casino must adapt and cope with the current situation of great importance that the people better understand how our behaviors influence the development of the disease. How we can change our behaviors not only to survive the current pandemic but also to learn more about what we are and how we as humans make contribute to the well-being of each other.

7.Conclusion

Coronavirus pandemic 19 creates chaos in the life of all people around the world, but it is also a good lesson for the people. People of all countries are very severely affected, lots of people died, thousands are still in hospital, and there is danger about our health on all of us. The world economy becomes difficult, business is trying to recover, many people lost their jobs, and many workers don't have savings. Entertainment and enjoyment are part of our life. Because of the lockdown measurements and the restrictions for health care, the population was recommended to

stay at home if they have symptoms from the virus (Brodeur A, 2021). The people couldn't visit malls, cinemas, casinos, coffee shops, and restaurants. Religious places are closed; lastly, holidays and schools, universities, or colleges providing online teaching. After all, this happens, I think the virus brought to the world a lot of benefits. Most people start to appreciate their health and life more, stay at home, value the time spent with their families, remember old friends, talk to them, and do things they do not do because of the time and work anxiety. A lot of people start to do exercise, write a book, painting or cooking.

People's beliefs begin to change, and they realize that they could live without any of these entertainments, fewer expenses, more savings, and learning and valuing their health and their lives. Online education gives us the opportunity and flexibility to study abroad, less travel and expenses, nature is now clean and pure, and the population is less. The most important lesson of this virus is that it helped us take a break from work, appreciate the job given, take good care of our health and loved ones, and spend more time with our families and friends. The last vital part is that during the pandemic and lockdown, people can find themselves sitting quietly on the couch and thinking about what is right and wrong, to decide how to solve their problems or what they were going to do with it their lives in better ways. People need to realize that whatever we do affects our lives and crossing boundaries, and we must learn to ignore unimportant things and pay more attention to the things that matter. The report reflects the business practices of Manchester 235 casino. The background of the business was discussed to understand the organization. With the application of analytical tools, the business framework has been discovered and analyzed with management theories.

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