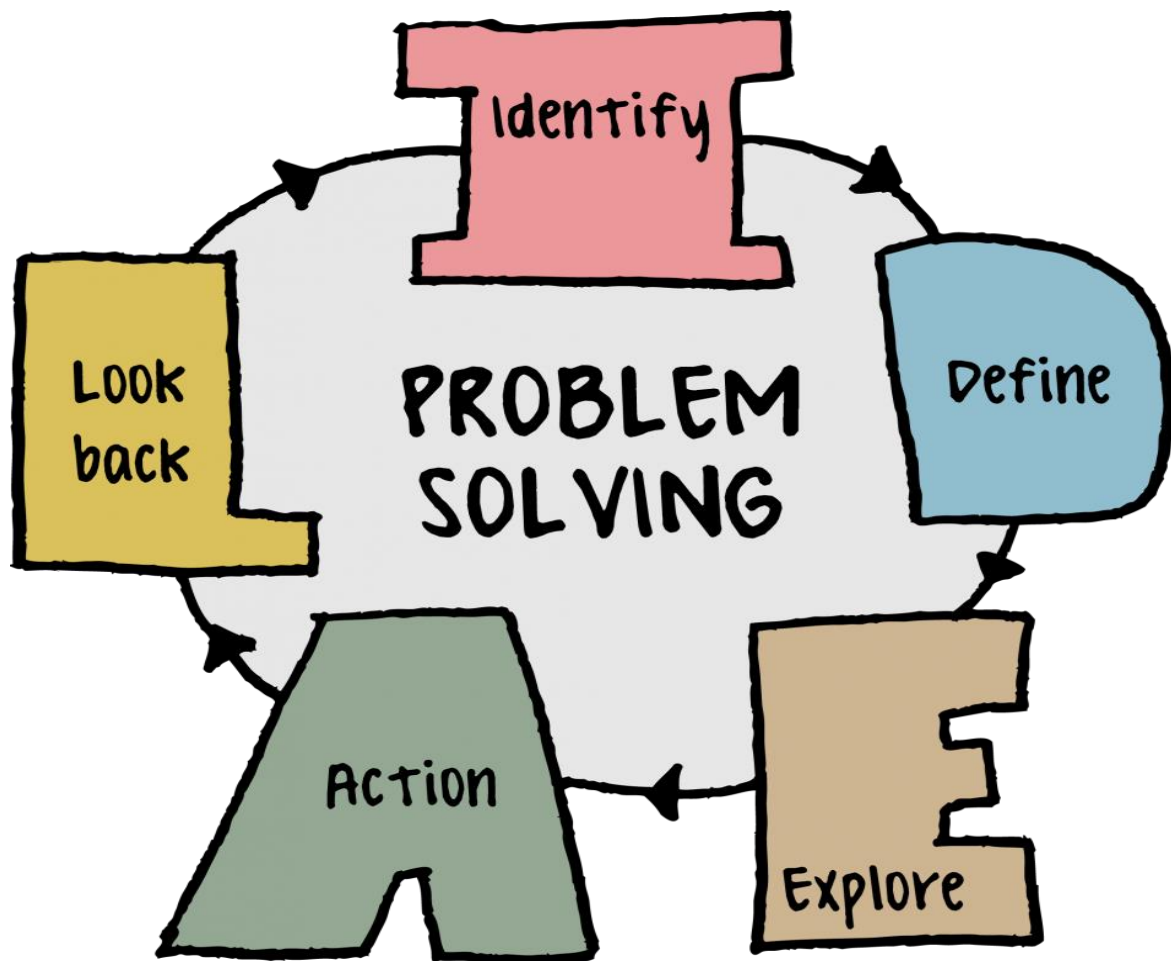


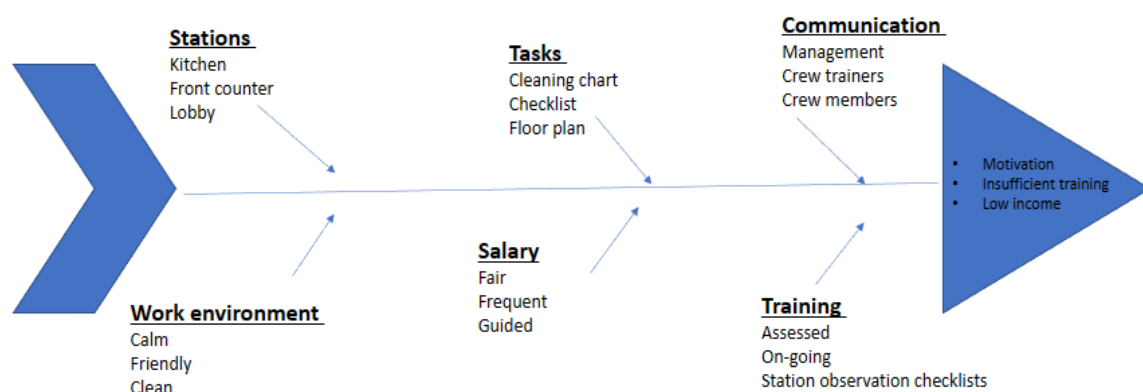


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In this report I will be identifying a series of problems that are currently happening in my workplace which is McDonalds. I will be using the problem-solving loop and a variety of techniques that will help to not only outline the issues but probably put an end to them over a due course of time: to support my report I will be using a Fishbone diagram adjusted for my workplace.



Motivation

This is a process that guides individuals to maintain a positive behaviour to reach their goals.

I've noticed that in my workplace that there's a lack of motivation not just from my colleagues but my managers also. This has become a problem in my workplace because for example, there are different shift patterns and I understand that everyone has a life outside the job but personally speaking some staff when they turn up to work, they don't want to work; you can actually see that they don't engage with the customers or whenever they are based you can instantly tell there is no will power to work.

Using the fishbone diagram this problem can be fixed because lack or loss of motivation means that you have lost interest in the task, so this diagram shows that communication. As an employee I'm human and It's normal to focus on a task for a certain amount of time: with this been said the same goes for other employees. Staff

should be able to speak with management and tell them that the task they are doing is very repetitive and they would like to be allocated to another job. As a manager working in McDonalds there are certain tools that are available to help the functioning of the store run efficient this brings us back to my fishbone diagram under the section 'task' there is floorplan, this is another name used in the company as schedule but unlike any other rota this one places staff in certain positions that they will have to be in for the rest of their shift every day.

By using the floorplan, the managers who are assigned to the shift can use the floorplan and rearrange the crew members and out them to work on another station. I believe that this will help the staff motivation because it will be a change from their normal routine. They will learn something new and they could flex on other stations when they become more fluent on the stations.

However, for this to work effectively the work environment needs to be the following:

- **Calm-** by having this attribute around it benefits employees because it maximises productivity and reduce stress. I believe that this is an advantage towards motivation because all employers knows that when an employee becomes stressed it affects the business negatively: specifically speaking in McDonald's a lot of staff gets stressed and when they do you can see the difference in their service for example, the body language is a can't be bothered attitude as well as sounding monotone.
- **Friendly-**in every workplace this should be the main personality trait especially when it comes to fast food restaurants such as mine because it's a customer service job. I choose this factor to support the issue because a lot of my colleagues just turn up to work and they just think of the job as another pay cheque: understandably we all need money but this is another factor that affects the way in which the team works. For example, I've seen new staffs hired and if they are not placed with the correct person you can see that they are not happy with the job and then they end up leaving the work or failing their probation period because they don't do what is expected of them: when the truth of the matter is that they just copy they see when they were been trained. This affects the company because by more staff leaving and less customers coming in that means there's less sales higher turnover rates.

Low income

In every workplace this is a factor that everyone complains about. The reason for someone's wages to not be as they expect it to can vary but in my store it is the most common problem that causes a lot of issues and below are the solutions that I think will help this issue go away over time.

- **Fair-** there are many laws that protect individuals from discrimination such as The Equality Act, this piece of legislation was created in 2010 and the Equal Pay Act that was created in 1970 but some employers are biased and still favour some people and this can divide the workplace. To solve this problem in the workplace the employee can enquire their pay with the manager and ask if there's something they can be doing differently and many times in my store they will have online tasks to complete to move up to another position in the store. Normally when there is fair pay throughout the workplace the employees feel more valued and appreciated: with this it becomes a better workplace and business because in return of receiving a fair pay the employees are more interested in their jobs because they will feel wanted. Another attribute is that this gives employees a better outlook on life personally because they can financially see what they are working for and are able to treat themselves as well as family members.
- **Frequent-** sometimes there are workplaces that raise pay at certain times but in McDonalds we have a scheme called 'Performance Review' this is a process of paperwork that works by the manager having a one-to-one talk with all employees and gives out appreciation as well as constructive feedback, this process is rated by scores from 1-4 with the highest number being poor performance. This is effective in the workplace because this separates prejudice and biased opinions because this review is based entirely on how the employee works on their shifts so if the review is bad and they don't get a pay rise then that in itself was a reflection of their own work ethics- I find this beneficial because instead of giving pay rises to the team as a whole it's better individually because some people do deserve the extra pay because they work harder and it wouldn't be fair to group pay employees especially if they don't together as a team. Another reason of having frequent pay is that it improves motivation as well as creates a bond between employee and the company.

Insufficient training

Working in general can be difficult at times but working in a restaurant is very challenging because you're now in charge of preparing a meal for someone as you need to ensure that the food that you will serve will be fresh, tasty and safe to eat. To ensure that these criteria are met, below are three solutions that can assist with the problem.

- **Assessed-** all employees this includes managers need to have a clear understanding of what is expected of them and this is done throughout eLearning that has to be completed online and can only be verified electronically. This is a solution because the system collects all the data and relates it back to the main office and the store's management team is able to

see what they need to improve on. The benefit of having whatever training assessed is not only to do with food but also customers. Complaints are frequent and most times it's the way the message is being sent cross to the customers: if both managers and staff learn of to compose themselves in heated situations especially then they can easily diffuse a situation, this is why the management teams needs to ensure that all staff have the basic initial training required before they can start their shifts in the workplace and lately because of all the tensions between staff and McDonalds workers there have been two specific eLearning created that teaches us how to act towards both colleagues and customers.

- **Ongoing-** this is just a guide to ensure that staffs are adhering to the policies and procedures. It is vital to have this checked on regularly because it instils a sense of importance throughout the business and employee's minds. I find this to be crucial and a long-term solution for issue with insufficient training because progress will be monitored and tracked,
- **Station observation checklists-** this is the most vital tool that we use in McDonalds and it's very often ignored. Whenever we need to train a new starter or quiz any staff we relate back to these papers. To solve this problem with insufficient training, if all staff have this present on their stations rather than in a folder; whenever it's not busy they can always have a look through to remind themselves of procedures as well as find ways on how they can improve their service because a lot of the questions that either staffs or customers ask are inside this package so if the checklists are places at all stations then it will be accessible for staff. I believe that another benefit of having this package accessible is because most staff don't like to ask questions that are repetitive either because they are shy or feel as if they are becoming annoying in some way when in fact it's a learning process and that is where danger starts to occur because, instead of asking questions to reassure themselves they start to assume what they think is right which is very dangerous in this situation because a lot of miscommunications can arise such as allergens and religious preferences.

To conclude, I believe that if we follow all that have been discussed previously then we can fix a lot of the problems overall in the long run. I strongly believe that if we use the tools that are given to us and have a better understanding of communication then we can all work together and make the store better.

For example, holistically speaking the main three problems are: motivation, low income and insufficient training. If we all communicate better so from managers to crew members then we find all the problems and work on them together which will boost sales and lower turnover rates, if a staff is unhappy then a manager could solve that problem by using the floorplan and move them to another station. If the

staff is unhappy because of the environment been unhealthy whether cleanliness wise or socially then the manager can refer back to the cleaning calendar in contrast to their checklist that is available every shift and they should write down what needs to be cleaned apart from emptying bins and mopping floors; not only does it help your employees happiness but it also impress the customers overall look on the restaurant.

In terms of low pay and insufficient training they are linked to some degree. I believe that the training needs to be not only ongoing but also checked and assessed: this is because a lot of staff complete the training for the extra pay but what they do the online learning for isn't honest because they only do it just to get the extra money and not whilst working physically on shift- then you get the staff who haven't done the extra learning online and they are the ones who are often following procedures but not getting the benefits which in this case is the extra pay. This is why I believe that managers should assess all trainings in terms of quizzing the individuals that done the extra lessons and ensure that they put those practices into their day-to-day work ethics. Until all my points are followed in that order then I don't believe the problems will be fixed and if the issue is not fixed it can either get worse or remain the same.

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Role play- Dialogue

Manager- Eugenia

Crew member- Andriana

The following role play will illustrate the issues that a member of staff is facing during the workplace. The crew member will voice her concerns to the manager in return that there will be a solution at the end of the interaction.

Adriana: Hello Eugenia, do you mind if I speak to you about something- whenever you have time.

Eugenia: Sure, no worries. Seeing as it's not so busy would you like to have the chat now; I can get someone to cover you on your station.

Andriana: I've been meaning to speak to you for some while now because I notice every shift that I'm working for the past 2 weeks I've been asking the shift managers the same thing. So, my problem is this: as you know I work on the front counter mainly on the drinks section but all the time I start my shift there is either insufficient stock or none. I've been asking the managers to check before the staff leave the station, but they keep giving me the same excuse that apparently the person must go quickly. I just don't understand why they can't take 10 minutes before they finish to do this if not fully then partly.

Eugenia: I'm very sorry that this is what you've been going through I had no idea. I'm very sorry that you feel this way because I would be frustrated myself if I was in your position. I'm glad that you've expressed this issue to me, and I will do my utmost to ensure that things like this doesn't happen again not just for your shift but in general.

Andriana: I don't want it to sound like I'm been moany but it's just that if I don't do the stock then it doesn't get done and I find it unfair that's all.

Eugenia: no, I completely understand what you mean and you're right. We're all supposed to be working together as a team not individually. Are there any other concerns that you have or something that you feel that we can do better?

Andriana: To be honest I haven't seen anything else just that was my only problem.

Eugenia: okay, just know that whenever you feel like there's an issue you can always speak to me and I will get it sorted.