ENG315 Professional Scenarios

1. Saban is a top performing industrial equipment salesperson for D2D. After three years of working with his best client, he receives a text message from Pat (his direct manager) assigning him to a completely different account.

Pat has received complaints that Saban gets all of the good clients and is not a “team player.”

Saban responds to the message and asks for a meeting with Pat to discuss this change. Pat responds with another text message that reads: “Decision final. Everyone needs to get a chance to work with the best accounts so it is fair. Come by the office and pick up your new files.”

Moments later, Saban sends a text message to Karen, his regional manager and Pat’s boss. It simply reads, “We need to talk.”

2. Amber, Savannah, and Stephen work for Knowledge, Inc. (a consulting company). While on a conference call with Tim Rice Photography (an established client), the group discusses potential problems with a marketing campaign. Tim Rice, lead photographer and owner of Tim Rice Photography, is insistent the marketing is working, and changes are not needed.

Amber reaches over to put Tim on “Mute” but accidently pushes a different button. She immediately says to Savannah and Stephen that the marketing campaign is not working and that “…Tim should stick to taking pretty pictures.”

Tim responds, “You know I can hear you, right?”

3. James shows up to work approximately five minutes late this morning, walks silently (but quickly) down the hallway and begins to punch in at the time clock located by the front desk.

Sarah, the front desk manager, says, "Good morning, James," but James ignores her, punches in, and heads into the shop to his workplace. Sarah rolls her eyes, picks up the phone, and dials the on-duty manager to alert her that James just arrived and should be reaching his desk any moment.

4. Paul works for the website division of SuperMega retail company. He receives an email late Friday afternoon that explains a new computer will launch at the end of next June and it will be in high demand with limited stock. Also contained in the three-page-message is that customers will be able to preorder the item 30 days before launch according to the production company. Paul is asked to create a landing page for consumers who are interested in learning more about the product.

By mistake, Paul sets up a preorder page for the product that afternoon (well in advance of the company authorized period) and late Friday evening consumers begin to preorder the product. Sharon, Vice President of Product Sales at SuperMega, learns of the error Saturday morning and calls Paul to arrange a meeting first thing Monday morning. Sharon explains to Paul on the phone that the company intends on canceling all of the preorders and Paul responds that the company should honor the preorders because it was not a consumer error. After a heated exchange, Paul hangs up on Sharon when she insists that the preorders will be canceled because of Paul’s error.