This week the seminar will focus on the assignment.  Please re-read through the assessment case study Coffee Shack and the assignment brief before you attend your seminar.   Have your questions ready for your seminar tutor.

**Seminar activity 1 (1 hour)**

**Introduction**

The activity is designed to support you in preparing for the assignment.

**Task**

Re-Read the case study and identify one issue that you would like to address.

In your small group identify the issues, and the implications of these.

1. Consider exactly what the issues are?

2. What has caused these?

3. What difficulties did these cause for the business.

4. Discuss three theories or concepts that could be used to help understand the issues.  You could look up references on the on-line library to better understand these theories and to analyse the issues.

5. How effective are these theories or concepts in helping analyse the issues - what is good / useful and what is bad / unhelpful about these theories.

6. Look at the comments made by staff identify the positive and negative comments into a table.

|  |  |
| --- | --- |
| Positive Comments  | Negative Comments |
|  |  |
|  |  |
|  |  |

7. Identify 5 areas of concern, for example Staff Turnover, Lack of Motivation, identify 3 other areas of concern and complete the table.

Using the comments in Question 6 (Positive vs Negative) place the comment under the approiate areas in the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Staff Turnover  | Lack of Motivation | ? | ? | ? |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
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