

Date: _____ Pd _____

McDonald's Management

Name: _____

You are a crew leader at a local McDonalds. You are not the store manager, or even the shift manager, but you are the leader in your specialized area of the store. Sometimes your team runs the registers, the assembly line, or possibly even the fry area. You have been there over a year, and you have been trained on everything in the store. You even are assigned training new employees, which is not a bad job for you.

Your team has some "characters" that always make your time in the store interesting. DJ has been there 4 months and constantly calls out of work for different reasons. He is only slightly motivated and always complains that he makes minimum wage. Yvonne has been there almost as long as you, but she does not do very much, but likes to hide and text while on the clock. Roman is a hard worker, but he has some communication issues with the rest of the team, and everyone else likes to make fun of him. He tries, but he gives up because English is not his first language. Deidre is a troublemaker, and you try to keep her away from the customers and other employees because she is vulgar and confrontational. Beth is a good worker, but dislikes being on the team because she has to do the work of some of the other people when they are not working. Roger is a chronic substance abuser, and will come in to work lit, or will show up late.

You have limited power in your job. You can talk to the assistant manager or the manager about the employees, but do not have much say in what happens. You need to have your team perform well every day you work, and the team with the best performance gets incentives. How do you motivate or deal with your team?

Write a short explanation of what *you* would do if this were your situation in life.

DJ:

Yvonne:

Roman:

Deidre:

Beth:

Roger: