Chapter 6

Data File 6-1 Being a Valued Member of a Work Team

**Directions:** Complete the following activity to gain a fuller understanding of how workers can function as part of a team.

Kim was recently promoted to evening manager at the Corner Café. She had been performing her new responsibilities for about two weeks, and everything was going smoothly. She was really enjoying it and felt very competent as a manager.

Then one night, Clare, her top server, came to her with a problem. Clare was very upset. She explained that she was doing all the work while Roger, the other night server, did very little. He left tables for her to clean. He often pretended to be too busy to handle some of his assigned tables. He often left tables for Clare to handle. He even took tips belonging to her. Clare said Roger never did this before Kim became manager. Roger seemed to be taking advantage of his new, inexperienced manager.

Kim was shocked. She hadn’t noticed anything wrong with Roger’s work habits. In fact, she thought he was a pretty good employee. He was very friendly and outgoing, and Kim enjoyed working with him.

Activity Questions

1. Do you think Clare should have talked with Roger first?

<<Place Answer Here>>

2. What reasons might Clare have had for bringing this problem to Kim’s attention?

<<Place Answer Here>>

3. What steps should Kim take to try to resolve this problem?

<<Place Answer Here>>

4. Ask your instructor where to save your documents. This could be on the school’s network or a flash drive of your own. Name your Word document *FirstnameLastname*\_Activity6-1.docx (i.e., JohnSmith\_Activity6-1.docx).