

Solving problems and finding solutions



Customer Services Manager

You are the Customer Services Manager of *Love Lunchtime Ltd.*

- You believe your staff work very hard and should be rewarded by receiving training opportunities.
- You believe your staff and other employees would accept a pay cut until profits increase if they were given extra training.
- You do not want the Management team to have their salaries cut.



Human Resources Manager

You are the Human Resources Manager of *Love Lunchtime Ltd.*

- You personally want to increase the profits of the company by reducing expenditure from the Production department and Customer Services department.
- You do not want to reduce your department's training budget.
- You believe investing in training will increase the company's profits long-term by ensuring all staff are more efficient and productive.



Marketing Manager

You are the Marketing Manager of *Love Lunchtime Ltd.*

- You personally believe the company needs to keep its current marketing budget so that profits increase through sales revenue.
- You believe the Marketing department can help to increase profits in both the short and long term.
- You believe that the company could also increase its profits by reducing the training budget, which belongs to Human Resources.



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Production Manager

You are the Production Manager of *Love Lunchtime Ltd.*

- You personally want to increase the profits of the company by investing in city centre outlets.
- You do not want to change the quality of the takeaway packaging.
- You also believe that all of the management team should take a pay cut until the target profits have been reached.

