



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section
Course Code

Master
(PMG506)

Date
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Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس ١٦-٠٥-٢٠٢١ في تمام الساعة ٩ مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion ، وأخيراً المراجع References . وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط ١٢.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر line spacing ١,٥
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ Eng. Dr. Akram M. S. Ali

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically.

This report will be between three to six pages in length. This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. ستكون هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك ~~كل~~ **احد** القضايا التالية:

١. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
٢. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
٣. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
٤. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
٥. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
٦. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
٧. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
٨. صف بإيجاز كيف سيتم رصد التقدم.
٩. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
١٠. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
١١. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

Advanced project Management

The strategies to maintain communication with the team members At Seasonal Restaurants

Introduction:

Working in a restaurant is regarded as working in a fast moving world and people need to think and respond rapidly to any new events and to make swift decisions. Interactive interactions between workers and visitors and between the employees themselves are essential to the restaurant's operations. The contact flows are therefore very strongly established within the operations of the restaurant, including customer reservation tables, hostess accepting bookings, greeting clients, diners placing orders, orders sent to the kitchen, customer service, reviews sent and obtained, etc. Any errors that occur at any stage of the flow may leave the customers unhappy with a bad opinion equal to a reduction in the credibility of the restaurant. Therefore, the whole restaurant contact mechanism deserves the maximum effectiveness.

In other words, efficient coordination at the workplace has an important influence on a company's growth. It enhances relationships between individuals within a company, gains employee satisfaction and enhances their commitment and productivity. But most companies concentrate their efforts only on encouraging external contact (in an effort to forge good ties with consumers and suppliers) and ignore the value of internal communication within the company (Roehler 2007).

After four years' job in various restaurants, the author has faced many circumstances in which internal contact has clashed in the workplace. The workforce and their superiors and their employees both had a mutual misconception and an uncomfortable environment, which had negative repercussions on the overall success of the workforce. The authors were encouraged to initiate this study on a single event, the Symposium Restaurant, after reviewing various researchers and publications on this subject over two seasons. The investigation is done in accordance with the case study approach, in which the subject uses a number of sources of data to examine a certain phenomenon in his actual life contexts (Saunders, Lewis & Thornhill 2009). The report would examine the

nature of the organization's internal correspondence, its seasonality and its effect on the restaurant industry. The research on the relation between seasonality and the internal communication of the Symposium Restaurant will be carried out to determine why current communication problems occur in the restaurant.

Literature Review:

It also occurs in conversations where people do not share the same kindness, reflecting the fact that a person does not pay attention to what the other speaker says, or that it doesn't care if the listener receives his message properly. These actions cause obstacles to conversation, whether deliberately or inadvertently. When approaching human diverse contexts that vary from one individual to another, obstacles are multiplied. It illustrates distinguishing contact modes between men and women because of their diverse world views (Baher 1994). Yet citizens today are employed in multicultural environments in the globalized world. The workplace is no exception at restaurants. Restaurant company also draws varied staff, as part of the food services sector, of demographics, including individuals, races, religious backgrounds, education, biases and other values (Murad 2007).

Furthermore, restaurants are said to be temporary opportunities for people waiting for dream jobs or who are unable to pursue other jobs. They do not need a high level of knowledge or education from candidates, because of the versatility of working hours along with most restaurants. Tremendous workloads which cause mainly stress and pressure on the workplace seem to be a serious problem for staff in restaurants. Over time, the strain and tension contribute to fatigue, loss of interest in the job and hostility of the workers. The labor force in many restaurants is also prone to sometimes shift when workers come and go (Food Services Workbook 2001, 14).

With these realities, it is very difficult for restaurants, especially those restaurants that are seasonal, to create a safe and productive place of work. Along with other strategy to address these issues, there is a need to effectively increase the internal connectivity on the job, in order to boost staff engagement and to promote organizational morale with the aim of achieving organization's performance.

Methodology:

For all types of study the research approach is seen as a basis. It is a way to do analysis and to gather the requisite data for research, accompanied by specific disciplines. In this analysis, the author wanted to examine a restaurant case under conditions of seasonality in order to research the internal contact mechanism. The aim of the research is to study the current profile of the workers organization, their in-depth views and points of view on the issues involved. The quality system is then preferred as the solution to analysis. In order to meet the analysis goals, main and secondary data sources are used. Secondary data are obtained from articles, including books, magazines, prior articles, internet sources, etc. while primary evidence is analyzed by semi-structured interviews. The interview is held with both the managing team and the staff of the Symposium Restaurant case study to understand internal contact status from certain points of view.

Results and discussion:

The human resources administration of Symposium Restaurant has been greatly affected by seasonality. The seasonal nature of the local tourism discourages many talented people from applying for and engaging in employment because of precarious working demands at the destination. The restaurant frequently has to hire and maintain trained staff. Another highlight is that the high number of international workers in Symposium Restaurant provides a dynamic working community. In the interviews, half of the staff admitted that in the next seasons they would not return to the restaurant. The reality is the product of nuanced causes not discussed in this study. One thing that emerges from this is that the workers organization of the Symposium is dysfunctional. In particular, as changes occurred during the season the management team faces limited resources and opportunities for recruiting.

For a dynamic organization in continuous evolution, administrators and workers have faced the task of developing and maintaining a strong internal communication structure. The restriction of language skills was recognized as one of the important problems for contact at the symposium although one employee and the management team viewed this question. Together, the use of tone words, phrases and phrases influenced the dialog mechanism considerably. During the debate of speaking labels, women workers were

likely to be more reactive than men. They were apparently vulnerable to high-tone speech, imperative terms or listening failures. We have noted the subtle disparity in the responses of old and young people. The workers who worked for the conference for two or three seasons were adapted to any shortcomings or error in the internal method of communication. You showed your concern for the situation and managed to disregard poor communication somehow when new workers might be insulted and lose enthusiasm for work.

One of the key factors which caused internal communication barriers at Symposium Restaurant was a stressful working climate. Over the summit time, it arose from many assignments and long working hours and the lack of an efficient structure in organizing and handling a variety of human resource management practices, in particular the personnel planning. In these situations, the workers as well as the supervisors had difficulty managing their feelings and behavior towards their subordinates or even their clients. Consequently, the internal coordination system was compromised in several ways. The internal communication mechanism at Symposium has not been carefully considered by the management despite its significant role in strengthening the organism.

Finally, poor attitudes and lack of regard for local culture were believed to have a negative influence on the Symposium's contact. Any employees at the organization were taken to be self-centered or overly proud of themselves. These states may prohibit citizens from receiving and embracing the views of others. During discussions with other members of the organization disrespectful or insulting words may be produced. Furthermore, the vacation mood of many workers influenced their job attitudes. This is supposed to influence the internal contact at work indirectly. Finally, the managers said they expect major improvements to the Symposium Restaurant management scheme. It was hoped that all restaurant operations, including internal correspondence, will be significantly improved. Changes aimed in different ways is seen by improvement of the salary calculation scheme, by the implementation of official rules on the workplace of the workers and by further staff meetings in the upcoming season.

Conclusion:

The restaurant overall cannot escape the seasonal impact on its employee characteristics and working conditions. The Symposium has employees of various experiences who are seen in theory as possible obstacles to internal contact. As in this situation, though, the challenge is just vocabulary limitations and human behaviors. They are likely to be the most difficult to overcome, since they need the user to be conscious of his/her own shortcomings and prepared to correct them. It is recommended that further research be carried out on the relationship between internal communication and attitudes of people to see whether managers ought to enhance communication in order to improve the attitudes of people or to employ others with positive attitudes in order to maintain good internal communication.

The healthy internal contact at the Symposium was also adversely affected by a chaotic working climate. The management committee would focus on the planning and arrangement of work for the staff. The management team should take structured contact flows within the organization. As suggested by staff, formal meetings should be held more often, but it would be worthwhile learning how successful formal meetings are to be organized to ensure open public discussion of views and input. In addition, the whole contact structure at Symposium Restaurant obviously dominates casual communication. It could help to respond to individual members' social and psychological needs and enhance their working relations; but casual contact decreases the importance of formal communications. Gossip can be dangerous if out of hand as part of the casual contact. This topic is also to be looked at in a further analysis during the internal communication development period.

With this study, the symposium management committee will hopefully gain a clearer understanding of their situation in internal communication. The study provides managers with a bottom line for perceiving internal correspondence and its relevance for the restaurant. The study also gives you an opportunity to consider the views and desires of the workers about their employment and the restaurant in general so that you can improve the restaurants' effectiveness in communication, which produces the best possible outcome and still harmonizes the communication needs of managers and employees.

References:

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