

# **CASE STUDIES for the WORLD of WORK**

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## Case Studies

### Case 1: Baron Acceptance Corporation

**Case Synopsis:** A loan officer at a finance company is in the uncomfortable position of having to repossess the home of an eccentric senior citizen who was duped into cosigning a loan for a family member. Various interests, including his own commission and his company's public image, must be addressed.

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### Case 2: Batterson Multicorp

**Case Synopsis:** Tina, a market researcher in a family-owned conglomerate, is put in a dilemma by the obnoxious grandson of the company's founder who wants her illicit assistance in getting the company to bail out his own foundering business scheme. Students must assess reliability of information in suggesting a course of action.

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### **Case 3: Blue Buzzard Restaurants**

**Case Synopsis:** Carla, a task-oriented, up-and-coming young executive in a chain of full-service restaurants, runs into difficulties with her coworkers because of personal biases, conflicting personality types, and decision-making styles.

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### **Case 4: Ed Flag Motors**

**Case Synopsis:** Ed Flag Motors is a car dealership in the process of picking up a new line of cars. They plan to clearcut a small forested area to make room for the new lot. Students adopt the point of view of Ed Flag's executive assistant in dealing with concerns of government, employees, suppliers, and community activists.

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### **Case 5: Great Value Supermarkets**

**Case Synopsis:** Bill Chan is a new management trainee at Great Value Supermarkets. The manager of the store wants a new store layout. Students will assume the role of an assistant manager and draw out a new layout while taking into consideration the concerns of various groups.

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### **Case 6: Impact Telemarketing**

**Case Synopsis:** Henry Jones, owner of Impact Telemarketing, must cut labor costs to remain competitive. Students assume the management perspective and must devise a staffing plan that takes into account Impact's hours of operation, supervisor availability, wage rates, commission rates, and productivity levels.

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### **Case 7: The Lion's Den School Store**

**Case Synopsis:** Mr. Antonio, a teacher at George Washington High School, is in charge of running the school store. After reviewing some financial facts and the business environment, his team of student volunteers must create financial and inventory controls and devise a marketing strategy.

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### **Case 8: Mercury Computer Systems**

**Case Synopsis:** Scott Ellis, president of Mercury Computer Systems, is making a presentation to the House Judiciary Committee. Scott opposes his competitor, Miniware, because he believes Miniware is too dominant in the industry and is competing unfairly. Students will argue for and against Scott's position.

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**Case 9: Painters Plus**

**Case Synopsis:** Otis Knight and three friends purchased a Painters Plus franchise. Otis is in charge of management and human resources; to find out about management styles, he has researched three successful businesses. The three businesses were run with very different management styles.

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## Case 3: Blue Buzzard Restaurants

Teacher  
Guide

### Case Synopsis

Carla, a task-oriented, up-and-coming young executive in a chain of full-service restaurants, runs into difficulties with her coworkers because of personal biases, conflicting personality types, and decision-making styles.



### Learning Objectives

Students will:

- consider personal bias of characters in diagnosing a business problem
- analyze compatibility of personal and organizational goals
- compare the value of education against job experience
- assess the impact of child rearing on women's career development
- apply Maslow's Hierarchy of Needs to the analysis of a situation
- recognize the difference between fact and opinion
- recognize sources of power
- recognize leadership behaviors

## **Cross-Curricular Interests**

Active listening	Homophobia
Age discrimination	Jungian personality types
Career planning/networking	Conflict resolution
Labor law/ethical labor practices	Women's issues
Bias/reliability of information	Hospitality industry

## **Prior Knowledge Required**

- Maslow's Hierarchy of Needs
- sources of power (optional)

## **Level 1 Questions (60–180 minutes)**

Nine questions of varying complexity can be answered individually or by small groups. A detailed answer guide is provided. Responses can be evaluated using the Questions Rubric on page *xiii*. The completed questions can serve as the basis for the situation analysis in the Level 3 Analysis.

## **Level 2 Activity (120–180 minutes)**

Students will analyze the personalities of three people in the case. They will write small plays based on the people and then perform the plays.

## **Level 3 Analysis (120–300 minutes)**

Students use POSAR analysis structure to define the problem and argue the merits of their recommended solutions.