

Scenario 4 v2

Bob, Candy and James

Characters

- You (Candidate / Bookkeeper and Team Leader)
- Bob (Responsible for “cash in” side and report-checking)
- Candy (Prepares monthly client accounts)
- James (Junior accounts clerk)

Scene 1, Act 1 v2

[The Candidate sits at the head of the table with Bob, Candy, and James gathered around for the meeting.]

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Candidate: Morning, everyone. First off, I just want to say thanks for all the hard work you’ve put in with the security dog training accounts and the bakeshop. You’re a big part of why the team’s doing so well. **[Pauses]** And to keep things fun, we’re thinking of rolling out a little reward system—anyone who gets all their reports in on time for the month will get a gift certificate to that buffet place down the street.

[The Candidate turns to James.]

Candidate: Oh, and James—congrats on the promotion to Accounts Clerk! You’ve earned it with all your dedication and great work. Seriously, well done.

[The Candidate then focuses on Bob and Candy.]

Candidate: Now, we do have a few things we need to iron out. **[Turns to Candy]** Candy, there’s been some concern about the delay in getting monthly accounts to clients. Can you give us a bit of insight into what’s holding things up?

Candy: The reports go through a few hands before they get to the clients, which slows things down. If anything gets stuck along the way, it pushes back my timeline.

Candidate: *[Politely but pointedly]* Thanks, Candy. Have you thought about adding deadlines for those checkpoints? It might help if you flag any delays with me or your supervisor early on.

Candy: Yeah, I think setting deadlines could help, and I'll definitely keep that in mind.

Candidate: Great. Appreciate you being open about that. *[Turns to Bob]* Bob, Bob, there have been reports of insufficient information in the reports and delayed completion. There's also feedback about a slightly negative approach. Can you elaborate on these issues?

Bob: Honestly, I've been feeling a bit swamped. I'm having to fix a lot of errors in Candy's reports before they come to me, and it's been pretty overwhelming. I think it's just wearing on me.

Candidate: Got it. I wasn't aware you were feeling stretched that thin. Maybe we can look at how to prioritise things better so it doesn't get so overwhelming. Would that help?

Bob: It would help a lot if I had some extra support reviewing Candy's reports before they get to me.

Candidate: I hear you, Bob. We'll figure something out. Your work matters, and we're all in this together. Same goes for you, Candy—your role is key too. We'll tackle these issues as a team. And just a reminder, if things get tricky, don't hesitate to come to me or your supervisor. We're all here to make this work.

Candidate: Thanks, everyone, for being honest today. I'm confident we'll get through these challenges. Unless anyone has anything else, I'll wrap this up.

Everyone: Thanks, everyone.

[Meeting concluded. End of role play scenario]