



Finding Feedback

For use with Activity 4

The manager of the coffee store has decided to add another flavor. Tyree and the other servers think it has a terrible taste, but the manager wants to hear from customers. He has put Tyree in charge of getting the feedback. Think about what type of feedback Tyree will need to determine if the flavor is a success. Develop a plan to obtain the feedback.	Mingwei got the feeling that the clients she spoke to at the reception desk felt hurried. She has decided to try being a more engaged listener. Think about what type of feedback Mingwei will need to determine if her new approach is working. Develop a plan to obtain the feedback.
Rosita is a shift manager at a fast food restaurant. She decided to rearrange some supplies in a way that she thinks will make things more efficient. Think about the type of feedback Rosita will need to determine if her reorganization makes a difference. Develop a plan to obtain the feedback.	Declan was part of a team that selected new signage for their local business. The manager now wants to determine if the new signage has helped customers find their store. Think about the type of feedback Declan needs to determine if the signage was effective. Develop a plan to obtain the feedback.
Nora is an assistant manager in a small clothing store. She selected an unusual color to feature in their window display. She is now starting to question her choice. Think about what type of feedback Nora will need to determine whether she made a good selection. Develop a plan to obtain the feedback.	Arturo runs a tile installation business. His company recently changed suppliers. Some of the installers are grumbling about the new tile being inferior. Think about the type of feedback Arturo needs to determine whether the tile is satisfactory. Develop a plan to obtain the feedback.
Malik works in an office and thinks they could do a better job of recycling. He has implemented a plan that involves more recycling receptacles, but his supervisor thinks they make the area look too cluttered. Think about what type of feedback Malik will need to have for the next time his supervisor brings up the subject. Develop a plan to obtain the feedback.	LaTeesha is an assistant to three managers. She decided that using paper forms to take messages was old fashioned and she started sending emails instead. During one extremely busy week she was getting angry calls from people who say their messages and questions are being ignored. Think about the type of feedback LaTeesha needs to determine whether her new method is workable. Develop a plan to obtain the feedback.