

Jump Start Micro-Enterprise Credential: School versus Work Expectations Simulation

(Updated: July 2016)

You're an Assistant Store Manager at a clothing store at a large regional mall. You and your best friend live together in an apartment, and you carpool together to work and home again at the end of the day. You try to coordinate your schedules so that you work the same hours.

You've hired a new employee who is a recent high school graduate. This person's resume is strong – good grades and a Customer Service and Sales certification from the National Retail Federation. He / she was particularly impressive during the job interview, showing enthusiasm and a real commitment to becoming a success in the Retail industry.

During the first two months on the job, however, this new employee has had trouble showing up on time. This new employee also is eager to leave as soon as the store closes at night – often friends are waiting for him / her after closing hours, to go out and have fun after work.

Today is the last day of the quarter, so your store has to conduct a complete inventory. You and your team members must physically count each item in inventory to determine exactly what products are in the store. It is absolutely critical that your counts are accurate because the regional headquarters will compare your inventory report with their records of the product that should be in your store to determine your "shrinkage" rate. ("Shrinkage" means product that is missing from your store, either because of customer theft, employee theft or damage.) You and your Store Manager both earn bonuses if your store keeps its shrinkage rate below the goal provided by your Regional Manager.

You've been given instructions by your Store Manager who is trusting you for the first time to complete this important task. You want to get this right, to justify your Store Manager's trust in you, and to show your Regional Manager that you're ready soon to be promoted to Store Manager yourself.

You've scheduled all of your team members to work today. The inventory starts after the store closes at 9pm. You expect the inventory to take three hours if everyone works together.

Your new employee shows up late for work again, and then tells you he / she intends to leave after normal closing hours to go to a concert with his / her friends. When you remind him / her that tonight your entire team is scheduled to work together to complete the quarterly inventory, he / she says: "I've spent a lot of money on these tickets. This is my favorite group. My friends will be picking me up when the store closes at 9pm and I'm going to leave."

Simulation Questions	
What are you going to say to this employee?	
What are you going to do if this employee leaves when the store closes to go to the concert with his / her friends?	
If the employee leaves to go to the concert what are you going to tell your other team members who are there to complete the inventory?	
What are you going to tell your Store Manager and Regional Manager about this employee you hired?	
What are you going to tell your roommate? How are you going to get home?	