*For this assessment you will play the role of Human Resource Consultant for Koala Corporation. Ensure that you read the Business Plan to understand Koala’s mission, vision, and business objectives.* [*http://lms.frontiereducation.edu.au/koala/backend/index.html*](http://lms.frontiereducation.edu.au/koala/backend/index.html)

*You are to play the role of the Human Resource Consultant at Koala Corporation.  Read the following email and then complete the tasks that follow:*

|  |  |  |
| --- | --- | --- |
|   | *To:* | *You - Human Resources Consultant* |
| *From:* | *Ann Wallace (ann.wallace@koalacorporation.com.au)* |
| *Date/time:* | *Monday 9:19AM* |
| *Subject:* | *Meeting to Address Unclean Office Premises* |
| *Attachment:* | *Main Issues.docx* |
| *To You,**I would like you to undertake a task for me to address the state of the work premises which are often unclean, and not a good look for clients who come on site.**There have been some housekeeping issues in the past with so many staff in one place. We used to send out a reminder email to everyone and this would address this issue, however, lately with more staff on board and people being so busy, I feel it would be best to hold a meeting to remind everyone of their responsibility to keep a tidy and clean office.**Based on the attached list of cleanliness issues I want you to conduct a meeting following organisational processes with the departmental heads to:** *Talk about each area in the workplace and its problems (one agenda item per office area)*
* *Discuss what can be done to fix the problem (you are to talk about resolutions once you have discussed the topic)*
* *Come to an agreement for each issue*

*Kind Regards,**Ann Wallace* |
|   | *Operations Manager**67 High Street, Brisbane, QLD 4000**Phone: 1800 000 666*[*www.koalacorporation.com.au*](http://www.koalacorporation.com.au/) |

Attachments

***Main Issues.docx***

|  |
| --- |
| ***MAIN ISSUES.docx****Main issues** *People are leaving their handbags, work bags and jackets on desks and on the floor.*
* *Rubbish bins are overflowing – each person has their own small rubbish bin for food, take away coffee cups and general rubbish. However, people are throwing their printed work documents and other paper rubbish into their bins and they are getting full very quickly.*
* *Some people aren’t cleaning up after themselves in the kitchen – food scraps are being left in the plug hole, crumbs and food spilled on the table aren’t getting wiped away, and dishes are left in the sink when there is clearly a sign asking people to rinse their dishes after they’ve used them.*
* *The fridge sometimes smells if people have left their food in there for too long.*
* *Dishcloths are being left in the kitchen sink.*
* *The kitchen benches are left dirty and unwiped with coffee rings left on them.*
* *The rubbish bin in the kitchen often smells because it isn’t emptied.*
* *It is warmer weather and some people are walking around barefoot because they are wearing slip-on shoes.*
* *The bathroom often runs out of toilet paper and paper towels. These are stored in one of the stationery cupboards.  Used paper towelling is strewn all over the floor of the cubicles.  I’m told the female toilets look like someone has had a paper war in there most days.*
* *There is no doormat at the staff entrance and people are bringing in mud, dirt and leaves.*
* *Coffee cups and plates are sometimes left on desks overnight or even for a couple of days.*
* *People keep changing the temperature control of the air conditioning system and tempers are getting short – not everyone likes to be so cold!*
* *Deliveries are often left near the reception desk and not taken care of straight away.*

 |

**Question 1**

Not yet answered

Marked out of 1

Flag question

Question text

Develop an agenda for the meeting requested in the email

Use Microsoft Word to fill out the Meeting Agenda Template.

* Use today’s date as the day you create your agenda. Your assessor will advise you of the date of your meeting.  Your meeting will be run between 12–15 minutes.
* Follow the procedures to help you fill out the available Agenda template.
* Refer to Koala Corporation’s Business Plan to determine who the department heads are.
* Read the Koala Corporation’s Communication Policy & Procedures and familiarise yourself with how the company likes to run its meetings and how it manages its meeting documents.

Access the Koala corporation Intranet here: lms.frontiereducation.edu.au/koala

Send an email to the attendees, notifying them of the meeting.

The completed email must:

* Use the organisation’s email template
* Be written in a professional manner including:
	+ Who the email is to – attendees
	+ Who the email is from – you (your position)
	+ The date and time you send the email
	+ The subject – Notice of Meeting
	+ Body of email - notifying the time and date of the meeting and reference part of Ann Wallace email detailing why you are sending this email.  Specify that the Meeting Agenda is attached, (attach it to the email)
	+ Complete the email specifying your job position (the role you are playing)
		- Access the Koala Corporation Intranet here: lms.frontiereducation.edu.au/koala