



# [ANSWER SHEET]

[Principle of Management]

[Module: BScs 8<sup>th</sup> semester]

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**Q no1: Answer:**

**Planning:**

We have to plan different strategies to stay safe and as well serve our customers during the pandemic covid-19. Planning should be according to working during the pandemic and insuring our employees and customer feel safe.

We have to do planning about:

Training the employees for proper safety from the virus.

Arranging the materials and product which will be uses for safety.

Changing financial structure of our restaurant.

Serving the customers with additional facilities, like collaborating with a super store so we can deliver other stuffs with food as our customers need, so they can order that with food, as due to lockdown everyone is at home and have a lot of needs.

**Organizing:**

In organizing for Covid-19 we can take the following steps:

Sanitizing the restaurant.

Providing masks and anti-bacterial gloves to our team.

Training the employees to deal with the sick customers.

Maintaining distance among people, Changing the internal physical structure of the restaurant.

Precedence home deliveries and takeaway over dining.

Updating our website and be more active on social media. Using SEO tools will help people finding our restaurant online.

Handling cash with care or more often avoid it, using credit and debit cards instead.

Taking care of our staff against the virus.

**Leading:**

Spreading awareness in our staff about the current situations in a positive manner so we do not demotivate them.

Insuring the employees and staff about their safety so they will be confident at work.

Train our staff for safety precautions.

Increasing the salary of working employees.

**Controlling:**

We can control through:

Taking feedback from the employees about the working structure and current situations.

Taking feedback from the customers about your safety for them.

Discussing the problems our employees are facing during work.

Testing our employees for covid-19 once in two weeks.

Taking care of finance according to resources and services.

**Q no2: Answer:**

**Internal Environment:**

We have to deal with our employees with care, as most of them may avoid working due to the pandemic fright, we have to insure them that they are safe during work.

With physical environment: We have to handle cash with care or try to avoid it, keeping more space between tables, taking special care of the spaces and things touched or used by customers.

*Affects:* As taking cares of all the things can attract the customers they will become more confident on us, and our business will not go to the crises.

While negative affect is, extra cost and resources will be used for sanitizing the restaurant, providing safety to the employees and customer, changing the structure of the dinning-hall etc.

Our managers will be also affected by this as they will have a lot to handle all the situations.

**Task Environment:**

We have to insure our customers that we are following all the safety precautions given by the government against the diseases, as well we also have to convince them to follow the safety precautions during dealing with us.

We have to take care of the rules and regulation by the government, as in today situation the rules are changing rapidly so we have to be updated all the time.

We also have to notice our competitors that how they are going in the current situations, and we will to do better than them.

We have to deal with suppliers with care, as all the business are closed so have to be on time with them.

*Affects:* As it is hard to insure the customers about our safety, as well hard to convince them.

As the rules are changing rapidly so hard to be updated and go the rules.

It will need extra efforts to convince the customers following the laws and rules as they are changing rapidly and to be in contact with your suppliers.

**General Environment:**

We have to focus on the technical side, most of the people are at home and the use of social media and internet has been increased so we have to target them through internet.

As the economics situations are not good at the time so we have to decrease our profit for the sack of survival.

*Affects:* The people economical situations will directly affect us, as we have to do more through internet if the internet will not available at some areas it can affect us.

**Q no3: Answer:**

**Corporate strategy:**

In corporate strategy we'll go with the stability strategy,

As we in the survival mode right now and we know that the current pandemic situation is not good to take any step forward, it may lead us to the crises.

**Business strategy:**

In business strategy we well choose focus business strategy, we have to focus on our customers as they all are at the same situations right now.

**Functional strategy:**

In functional strategy marketing and informational system, as people are at their homes and the usage of interne has been increased, so we have to advertise our facilities and services through internet, so that we can aware people from our new strategies about the pandemic.

**Low cost strategy:**

We have to go with the low cost strategy by decreasing our profits, as all the people are in a strange situation, so we have to play our role by providing home delivery free of cost and try to provide extra facilities to convince people to stay home. We can also decrease our expenditures and better use our resources to face the situation.

As all the above strategies are specially for Covid-19, and we are almost at the survival mode, we will change the strategies as the situations get better.

**Q no4: Answer:**

The graph depends on the situation of the restaurant in which phase it was before the pandemic.

If it was at the maturity stage will survive easily, or if it was at the growth stage it is also easy to survive it may face little crises but it'll be not difficult to survive. It may fall a little but it will stay at the growth or at maturity stage.

But if it was at the introduction or decline stage the survival is almost impossible for it and eventually it may become closed.

After all the graph will be falling down to some limitation in each condition as all the people are at their homes, everything is closed, it is some kind of strange situation everywhere, somehow the number of sales, profit and as will as cash flow will be decrease.

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