

Higher Level Business Clients - Case Study 3

Client Case Study	Wataru Ando
	Business Advantage 9, Unit 15 (Comparing & Discussing)

Every Lesson Instructions	
Current Usage	Overseas clients Meetings with clients in Japan and overseas. Has interactions with foreign staff in his workplace.
Future Goals	Negotiations Will take the lead in negotiations with foreign clients. Advising clients on staffing issues.
Warm Up	Short/Focused
Mistake Correction	Strict! Be critical of his mistakes. Maximum focus on accuracy, even small points are OK.
Lesson Focus	Customized Expects lots of expansion outside the learning materials. Always have him apply the lessons to his real-life work.
Atmosphere	Challenging Make sure he is building new skills in every lesson. Challenge him whenever the lesson seems easy.

Client Profile	
Occupation	
Junior partner in management consultancy	
Hobbies	
Travel, Tennis, Rock music	
Travel Experience	
Lived in US as a child, Hong Kong, Australia, Philippines	
Next travel: China	
Social Style	
Driving	

C You work for a company which is taking over the provision of some services. Brief your coworkers on the benefits and challenges of doing this. You can use your imagination to answer their questions.

If your client prefers, you can have a discussion instead of role-playing these situations. Look at the situations and the problems listed, and discuss whether a private company could do a better job - and, if so, how?

You may wish to do a brief review of presentation language.

Ask your own questions or use the suggested questions below.

How will we ensure the quality of the guards?

Will we be able to use the police if there are any major disturbances?

Prison Detention Centers

Current Problems

- Overcrowding
- Difficulty recruiting guards
- Infrastructure problems

Example

As you know, our company will be taking over the government's prison detention centers soon. We know that the government has had some serious problems with overcrowding. This problem was primarily due to poor decisions about how to house the inmates. From now on, non-violent criminals will have to share rooms with each other. We've also gotten a contract with a security company in order to ensure that we'll always have enough prison guards...

Trash Collection

Current Problems

- Understaffed
- Collection only once or twice per month
- Problems with pest control at collection areas

How often will we be doing our collections?

How will we handle the pest problem?

What color will our trucks be?

Translation Service

Government Problems

- Translators only required to know English
- Testing system allowed many translators who could not speak English well to gain employment
- Service was only offered to high level officials

What languages will our translators need to know?

How will potential candidates be tested?

Who will be our customers?