

## Assignment 2.16: Observing Communication in the Workplace

### Overview and Purpose:

- A Workplace Observation is when you go to “look and see” at a workplace for a short time, 20 minutes to 1 hour.
- The aim is to see different jobs and work environments, different forms of communication, and customer service behaviors.
- You can do this on your way home at a public space such as a café, bank, hospital, construction site or store. These locations should not require you to ask for permission.
- You can also conduct an observation after acquiring formal permission through a process similar to that of arranging an informational interview. This approach will be needed at places that require access into a workplace, where you can stand out of the way in a space that does not require safety clothing. Examples of these situations include a car repair workshop, panel beating workshop, or inside a restaurant kitchen.
- By doing observations, you start to build a relationship with an employer. This will make it easier to ask to come back for an informational interview, job shadowing or for your 1-day work experience.

### Observation Questions:

With a partner, you will do observations at 2 different workplaces. Decide in advance who will be Observer #1 and Observer #2 for each one (switching roles for the two workplaces). Each person is responsible for being able to answer the questions assigned to them. When describing a job they observed, both people should describe different jobs (where possible). This means that for example in a restaurant, one person would observe the cashier and the other the waiter.

Everyone	Observer #1	Observer #2
What is the name of the company?	What job did you observe? What did they do and what equipment did they use?	What job did you observe? What did they do and what equipment did they use?
What type of business is it?	What forms of communication did you see?	Describe any good customer service you saw.
What products or services does the business offer?	How did the supervisor communicate with the employees?	Describe any bad customer service you saw.
Complete the questions in the form to the best of your ability.		

## Workplace Observation Form (Visit #1)

<b>Your Name:</b>	Alaa Rayan Aridi
<b>Date/Duration of Observation :</b>	2-11-2025
<b>Name of Company Observed:</b>	Al Jalal Market
<b>Number of Employees You Saw:</b>	5 employees
<b>Type of Industry:</b> (e.g.: Manufacturing, Hospitality, IT, Service)	Mini Market Commercial
<b>What the Company Does:</b> What services do they offer, what do they make, what do they do?	The company is a Mini Market that offers a range of products in a small village
<b>Tasks Observed:</b> What tasks/work do you see taking place?	Selling cheese and meats, and helping customers find groceries and telling the prices
<b>Skills Observed:</b> What skills do you see being used?	The soft skills of the fridge worker when selling to the customers and helping them choose and giving them a taste sometimes
<b>Working Hours:</b> What are start and finish times? What are tea and lunch break times?	First Shift: 8:00 AM till 4:00 PM Second Shift: 2:00 PM till 10:00 PM The tea and lunch breaks are flexible depending on the rush of customers
<b>Employee Interaction:</b> Can you observe how employees interact with each other? Describe what you see.	Yes, whenever an employee forgets the price of anything, he asks the other one for it and where to find it
<b>Employee Satisfaction:</b> Do the employees look happy, like they are enjoying their job? Explain why you think this.	Yes they look happy and like they love helping the people and not obligated to do so and I think this is because they are well paid and well treated
<b>Customers:</b> Who are the main customers?	The main customers are the people of the village and the passers by on the road
<b>Customer Service (1):</b> What did you notice?	Great, enthusiastic and advised me to buy something better and more suitable
<b>Customer Service (2):</b> Did you observe any good or bad interactions with customers?	There was one customer who was being rude, but the employee helped calm him down and joked with him
<b>Main Relevant Jobs Observed (1):</b> List a job you observed. Briefly, what does this job involve?	I observed the cashier and his job involves ringing up the products and giving the customer a price to pay, but he was chatting with the customer throughout to make him feel like a friend and not a transaction

<b>Main Relevant Jobs Observed (2):</b> List a job you observed. Briefly, what does this job involve?	The fridge operator who helps customer get their dairy and meat products and helped them choose the amount and type if they are feeling unsure
<b>Main Relevant Jobs Observed (3):</b> List a job you observed. Briefly, what does this job involve?	The owner , and his job is checking the prices and changing the daily prices of some meats and checking the customer service and also mechanical operations and electrical demands
<b>Main Equipment Observed:</b> List and explain some of the main equipment you saw?	The main equipment is the cashier box where the cashier takes from and puts the money in
<b>Devices that Were used for Customer Service:</b> What devices were used when the staff interacted with customers?	There was a machine on the wall that when you put the barcode on, the price appears so the customer knows without asking the employees And one employee showed the customer how to use it
<b>Workplace Safety (1):</b> Did you see any health and safety signs? Describe and draw them on the back of this form.	Yes, there was some health and safety signs on the machines cutting the meats and some signs on the floor for wet places
<b>Workplace Safety (2):</b> Did you see any safety clothing? Describe it.	Yes, the fridge operator had safety clothes on
<b>Dress Code:</b> What do you notice about how the workers are dressed?	the workers were dressed in work uniforms
<b>Workplace Energy:</b> Does this look like a fun or interesting place to work? Why/why not?	Yes, it felt as if these employees were not working but were there to help people and to serve them and not as obligation
<b>Possible Work Experience Opportunities:</b> Do you think there might be work experience or internship opportunities here? Why?	No , since this is not my career or my studies
<b>Manager or Supervisor’s Name:</b> List here if you were able to get this information.	Zahi aridi