

Methodological tool: Please help Mary

AND EVENT MANAGEMENT Unit Code and Title 2.15 Use diary systems for routine business purposes Learning Outcome Number and Title LO028: Demonstrate the ability to use diary systems to handle requests from others for new or modified diary entries in order to provide effective business support Title of methodological tool Please help Mary Objective of the methodological tool After the completion of this case study the participants will be in a position to: 1. Understand how to handle requests from others and organise the diary systems effectively Individual or group exercise Individual Video Analysis Simulation Multiple choice Group exercise using ICT Role Play Group discussion Case study Creative Group Work Description of the exercise The participants are given a case study and are requested to help	Number of methodological Tool	EUPANEXT_LO_028_M_001
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iviary to cope with a very difficult situation.	Description of the exercise	The participants are given a case study and are requested to help Mary to cope with a very difficult situation.
The groups should read the case study and discuss it. Then each		The groups should read the case study and discuss it. Then each
group must prepare a list of suggestions for Mary and present them		group must prepare a list of suggestions for Mary and present them
to the class.		to the class.
Exercise is accompanied by EUPANEXT_LO_028_M_001_Att1	Exercise is accompanied by	EUPANEXT_LO_028_M_001_Att1
Exercise solution Participants should demonstrate attention in the following:	Exercise solution	Participants should demonstrate attention in the following:
 Identification of the need to leave some time during the day 		• Identification of the need to leave some time during the day
for urgent issues that may arise		for urgent issues that may arise
 Flexibility for rescheduling if urgent issues arise 		Flexibility for rescheduling if urgent issues arise
 In this case study, it is possibly better to reschedule the two 		• In this case study, it is possibly better to reschedule the two
		supplier meetings, rather than to cancel the workshop which
only takes place once every two years.		

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Page | 1



Other comments to the trainer	Participants must demonstrate their understanding in handling urgent versus important issues. They should also demonstrate that they are able to realise that it is not feasible to add the activities required in the day (provided that Mary has to also attend the dinner) and therefore rescheduling is needed to accommodate urgent and
	important issues.

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Page | 2

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