

## Attachment:

Number of methodological Tool	EUPA_LO_029_M_001
Number of attachment	EUPA_LO_029_M_001_Att1

## Case study

### 1. Case Study: Maintain it up to date

Imagine that you are Mr. Gregory's personal assistant Susan. You work at 'The Perfectionists' in Nicosia. Follow the instructions below:

#### a) Susan starts the day by opening the mail.

- i. One mail item is a cocktail party on the 10th of July at 18:00 organised by the Chamber. Mr. Gregory is an active member of the Chamber. The cocktail will take place at the Crown Resort in Limassol.
- ii. A personal letter from the headmaster of Mr. Gregory's daughter inviting him to attend a meeting to discuss vital issues related to the operation of the school. The meeting is on the 4th of July at 16:00 at the school premises.

#### b) (Mr. Gregory), "Susan, I finally managed to get the appointment with the minister. You realise how important this is. Please add it in my diary immediately"

Meeting with the minister: 3rd of July 2012 at 10:00

#### c) Phone call

(Caller) 'Good morning, I am calling regarding the photocopiers. I would like to make an appointment with Mr. Gregory.'

(Susan) Hello, this is Susan. May I ask who is calling please?

(Caller) Oh hello Susan. My name is Ms. Smith.



(Susan) Hello Ms Smith. Mr. Gregory is actually very busy in July due to the forthcoming exhibition but I will speak to him and let you know. May I ask the reason of the meeting?

(Caller) Sure. A while ago we spoke for a maintenance contract for your printers and photocopiers. I am ready to present our proposal.

(Susan) Great. I will get back to you.

- i. Susan calls her boss right away but the line is busy. In the meantime his next appointment comes and she goes to the kitchenette to bring some coffee.

[Move from your desk to the coffee area or somewhere else in the office and return in five minutes]

- ii. The following email arrives

*Dear Susan,*

*I am referring to the project ICT-EQ and I would like to inform you that the meeting has been arranged tentatively for the 4th of July at 14:00. Due to the high level of importance of the meeting, we request that all stakeholders will be present. Please confirm Mr. Gregory's availability. Lunch will be provided during the meeting.*

5. Susan calls Mr. Gregory again to arrange the meeting regarding the photocopiers. He suggests the 4th of July at 15:00.

**d) Another email arrives from a government department responsible for monitoring and evaluating the work of your organisation**

*Dear Susan,*



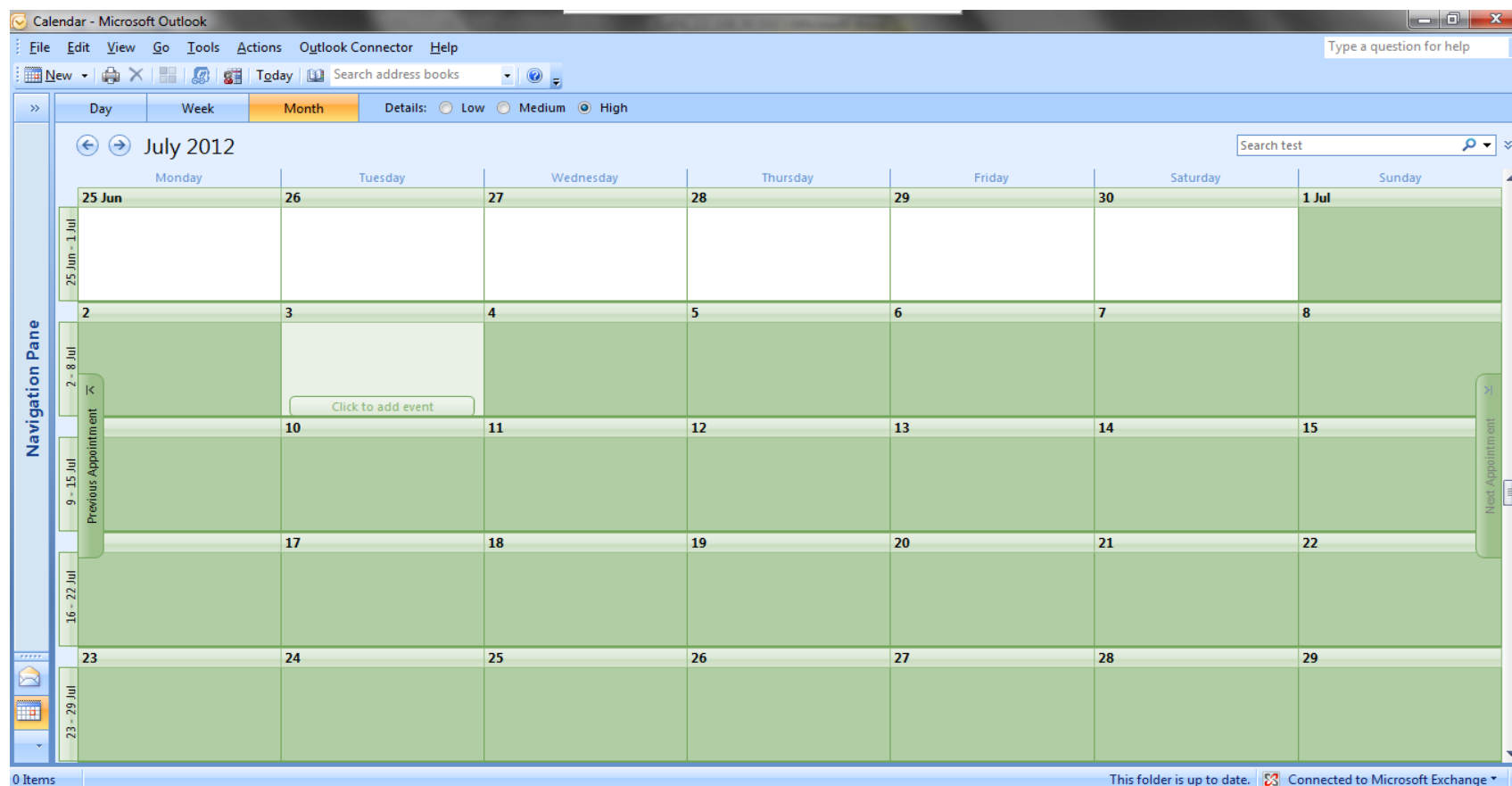
*I do hope you are very well. As you know the evaluation period is approaching and I would like to organise a meeting with "The Perfectionists" in order to present your work for the current semester. Mr. Maggie and I suggest the 10th of July at 16:00. The meeting will take place in our offices. Presentation equipment will be provided (please let me know what you will need). Please confirm your and Mr. Gregory's availability at your earliest convenience.*

**e) Telephone call from one of the line managers**

*Hi Susan. I am closing a deal with a very important customer. He wants to meet Tony (Mr. Gregory). Can we do it on the 4th of July at 15:00?*



## 2. A paper-based diary



### 3. Master List

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8.

*[These attachments can be found in electronic format on the enclosed CD]*

