

# Sunset Motel

For George, yesterday was the worst day he had ever had in the six years he and his business partner Kim had been managing the hotel. Kim had been asking him repeatedly and insistently for several months to arrange for a builder to close off doors and open others because the current arrangement wasn't working.

George couldn't really see why any changes needed to be made, as everyone had managed quite well for years. However, he agreed to organise the project.

He had booked the builders to come last week, but at the last moment they had cancelled and said that they could only come yesterday, which was also George's long-awaited fishing day. Kim would have to take over, and agreed to do this. So, George went off fishing to his favourite remote fishing hole, only to learn later of the ensuing fiasco.

After George had gone, Kim remembered a prior commitment to lead off at the golf club competition. After calling in Ellen the Duty Manager to handle it, Kim then left in a hurry and forgot to take a mobile phone.

Soon after, Ellen, who had been working all night because the night porter hadn't turned up for work, headed for one of the hotel rooms for a nap. She left a note for the receptionist to wake her as soon as the builders arrived. However, Ellen got distracted by something she needed to do later in the day, forgot her message said that she would be sleeping in room 25 and instead went to room 52.

When the builders arrived, Chris the receptionist couldn't find Ellen, but remembered seeing Jeff the barman talking to George about door changes, or something, and sent the builders off to talk with him.

Jeff, always eager to help, took the builders on a tour of the motel and then gave them clear instructions about what George had said he wanted to be changed. He got it completely wrong.

**Create the conditions to allow you to work best**

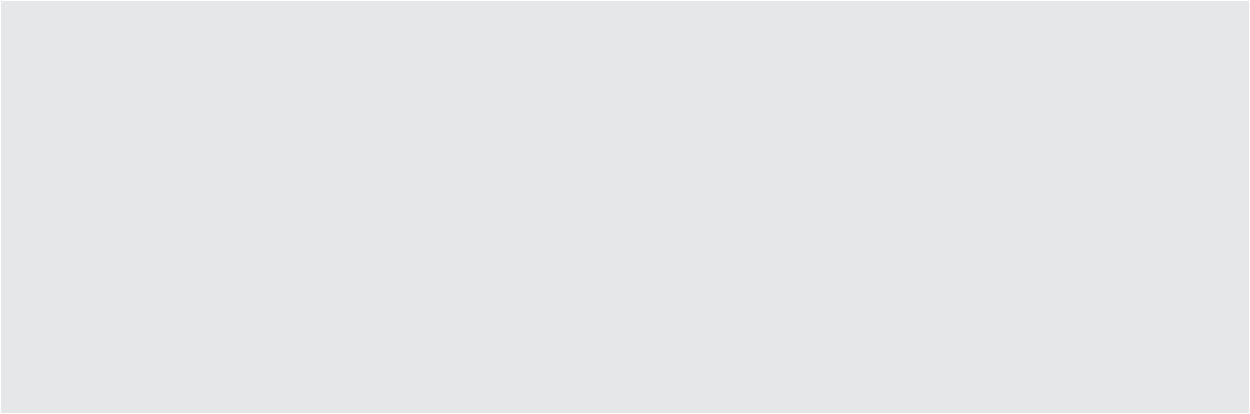
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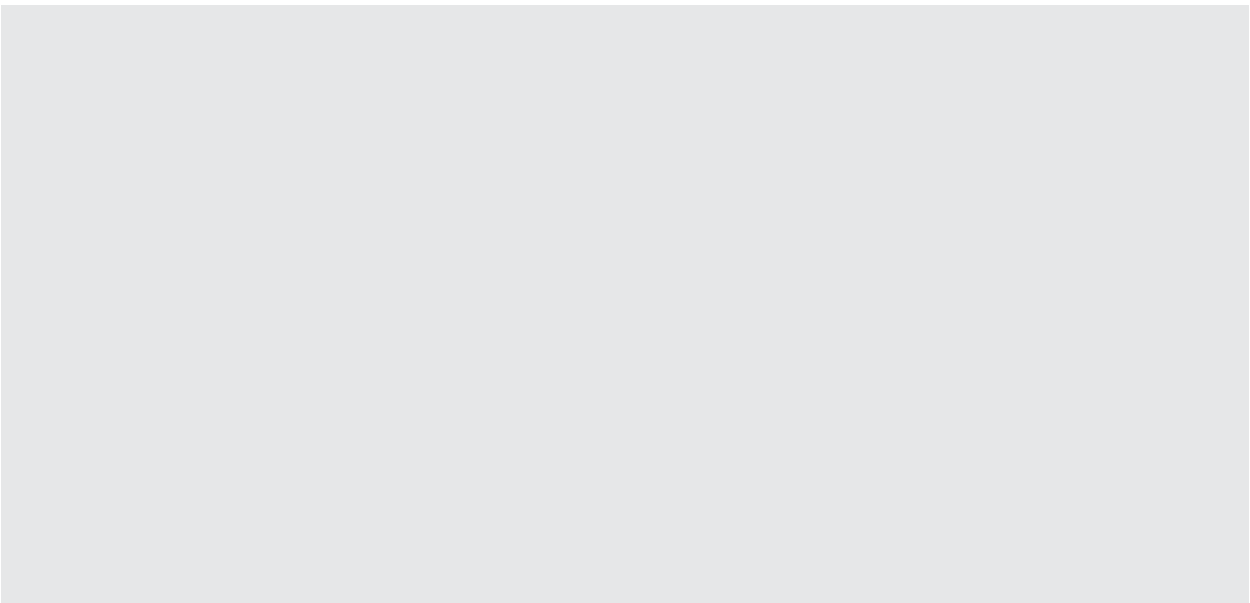
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**In pairs, decide which character is most responsible for the mess:**



**Things that I can do differently to achieve the results I want:**



**What PEP tools and practices could each person have used to achieve a better outcome?**

