

Memorandum

To: Professor Scott
CC: Professor Bauer-Ramazani
From: Mitsuhiro Hamakawa
Date: 12/10/2004
Re: Team Evaluation Memo

In this memo, I will evaluate my team in the Foundations of Business class. We formed the Delicious Dutch Chocolate Inc. group on September 3, 2004. In our company, Mirai Byrnes is the general manager, Rob Barush is the financial manager, Christian van den Broek is one of the marketing managers, and I am the other marketing manager. Our company has been importing and selling a chocolate product named Vlokken from Holland on the Saint Michael's College campus throughout this semester. The overall outcome of our business was moderately successful. In order to evaluate the effectiveness of our team, I focused on our ability to achieve, our organization, initiative, motivation, leadership, human relations skills, problem solving skills, conceptual skills, technical skills, and presentation skills.

Ability to achieve

Our ability to achieve was successful by my own standards of evaluation. The standards for evaluation are the morale of our team, the completion of our assignments, and the results of our business. Our group members always attended our classes and were able to learn the concepts of business very well, so our morale was great. Moreover, all of us contacted each other before each assignment, cooperated with one another for our assignments, and completed them successfully. Therefore, we performed very well on our assignments. However, we have not achieved our goal, which is the sale of more than 100 chocolate boxes within 8 weeks. As stated in our goal, we had to sell more than 90 boxes until last week, but we sold only 39 boxes until December 5th. Thus, we successfully achieved two of our standards, having a positive attitude toward class and completing our assignments, but we did not achieve the other standard, so I would describe our team's performance as adequate.

Organization

Our organizational structure worked due to our job specialization. Mirai planned schedules for our tasks and made decisions based on other members' opinions. Rob managed our money. Chris and I managed our inventory and handed out boxes to each member according to the number of orders that they had taken from customers. We did door-to-door sales together. In addition, our tasks were delegated, and each member's responsibility was divided up equally by Mirai before our tasks. We completed each task on time. At the beginning of the semester, we completed our tasks right before the due dates, and we were not satisfied with our task outcomes. Later on, we spared enough time to prepare our tasks and completed them better. We should have spared enough time for our tasks throughout the semester, but it was important that we learn the lesson from our failures and fix them.

Initiative / Motivation / Leadership

In our group, General Manager Mirai had the ability to make decisions and got people to behave in certain ways. She showed initiative because she planned our schedules for every assignment and led us in our

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meetings. Furthermore, her managerial style was democratic, so she listened to other members and made them final decisions. Also, our team as a whole was motivated to perform, so all of our members completed the assignments all the time. Finally, Mirai motivated our team by depending on Theory Y and expectancy theory. After her decisions, she gave each member a task based on his / her growth orientation, self-motivation, and interest in being productive. Moreover, our team was motivated to work toward rewards, including grades, that we believed we had a reasonable chance of obtaining.

Human relations skills

Human relations skills are skills in understanding and getting along with people. I think that all of our members are good at human relations skills. We talked to each other very much when we did our projects. We also communicated by phone and e-mail when we did not meet in person. The atmosphere in my group was excellent, and I was able to speak up and contact other members. Phone and e-mail were effective because we were always able to keep in touch, prepare for our assignments, and keep track of our business.

Problem Solving Skills

Problem solving skills are skills in finding a way of dealing with difficult situations. I believe that our team had good problem solving skills. Right after our business started, I broke my leg, so I could not go to class and join the site visit project. I tried to get involved in this project somehow, but I did not know what to do other than e-mailing our members. They quickly reacted to my difficulty and involved me in this project by using a tape recorder and preparing for our memo and presentation in my room. This was the only problem, and we were able to handle our schedule conflicts because someone would always cover for others who were busy.

Conceptual Skills

Conceptual skills are skills in using business concepts in our assignments. All of our group members just started learning business, so we did not know business concepts well. However, we consciously tried to use business concepts in our assignments because we knew that it was important to do so. For every assignment, all of us worked on them and revised them together. This was such tough work that we met at least twice for every assignment. Then, each of us brought them back to dorm, checked them again, and met with the group, and revised on the morning of the due date. Additionally, when we created the report to our shareholders, we became able to understand and create financial statements more quickly than when we created our business plan memo. This was because we completed and understood financial assignments and concepts.

Technical skills

Technical skills are skills needed to perform specialized tasks, and Rob was the expert in technical skills in our team because he had already completed a computer class. Furthermore, Christian was taking a computer class this semester, and I learned computer skills from Professor Bauer-Ramazani. Rob basically handled the computer for our tasks, and Christian and I assisted him when he had problems. Therefore, we were effective in incorporating technical skills into our presentations, reports, and spreadsheets.

Presentation Skills

Presentation skills are skills in showing and explaining concepts to others. I do not think that we had good presentation skills because we did not like presentations and because three of us are international students. However, we recognized the necessity of presentation in business, so we tried to improve our presentation skills and prepared for our presentations well. Moreover, we were careful about not only our speech and slides but also our appearance, eye contact, and voice. On the whole, we should have finished our presentations sooner, but I bet that our presentation skills improved the final presentation for the shareholders report.

In conclusion, although our company was not able to achieve our goal, we were able to learn many business skills and concepts from running our business. What is more, we cooperated with each other, did our best, and were satisfied with our performance. Personally, I believe that I had the best group members in this class; hence, I would like to join them again for some other projects.