



UNTANGLING

Problem Solving for Student Businesses

Covering shifts

What causes major irritation, is a disservice to your customers, and reduces the atmosphere of cooperation in your business?

When a comanager fails to show up for his or her shift.

How can this problem be solved?

It can't. Any one can get sick, have a sudden realization that they haven't studied for the test or choose to not fulfill their responsibilities.

What you **CAN** do is set up a specific process for covering shifts. You can have a long term policy and a short term policy.

For instance, a long term policy may be: **you are responsible for your shift. If you cannot cover the shift, whatever the cause, find someone to cover it for you. Otherwise you will receive 3 dots or 3 bugs (or what ever the consequence is.)**

Let the rest of the group know who it will be in a formal way. Perhaps you have a logbook that schedules trades or shift replacements. This may be helpful for providing stars to those who help out most often.

Simple and elegant, is this policy. But it doesn't cover all situations.

A student business may also need a short term policy. For instance, you may decide that every day has an "on-call co-manager"; someone who can come in and work, if needed.

What ever the policy for **your** business,

- Have a policy
- Have heavy consequences for missing a shift;
- Have heavier consequences for failure to try and cover a shift