



Interrupted In Tray

Medanair - Simulation

Activity 2

For use in assessing individual or groups



Interrupted In tray

Activity management Notes - Medanair

Type of activity	Interrupted In tray
Title	Medanair
Level of difficulty	Moderate - depends on speed
Numbers involved	Up to 6 or as an individual written activity
Description	<p>This is an 'interruptions' simulation. Participants are in charge of a number of staff who are dealing with ongoing work and incoming emergencies.</p> <p><u>Group version:</u></p> <p>Participants discuss each incident and then record their own and the group decisions in a log.</p> <p><u>Individual version:</u></p> <p>Participants work individually, recording their decisions in a log. It is best practice for an assessor to discuss their decisions with them afterwards.</p>
Suggested timings	<p>30 minutes for reading the brief and individual preparation</p> <p>40-50 minutes to run the series of 'interruptions'</p> <p>20 minutes afterwards for an assessor/participant discussion if run as individual activity.</p> <p>Note: timings should average two minutes per incident. The faster the activity is run the more difficult it becomes. You may need to judge the speed by watching to see how quickly the participants finish discussing incidents or writing in the logs. Some incidents are very simple to deal with. Aim to move on at the point that most participants have finished. DO NOT wait for the slowest person.</p> <p>If necessary you can stop the activity at any incident.</p> <p>In that case, you may want to tell participants to turn to Incident no. 30 so that they finish the activity on a positive note.</p>
Seating	<p><u>For the group version, with separate assessors:</u></p> <p>Participants around table; assessors seated so that they can see the faces of the participants whom they are observing.</p> <p><u>For the group version with peer assessment:</u></p> <p>Participants in a row facing a video camera (it is recommended that there should be only four participants in this case).</p> <p><u>For the individual activity</u></p> <p>Each participant will need plenty of desk space for the file of incidents and the log.</p>
Materials	<p>Folder labeled with activity and participant codes, containing a participant brief.</p> <p>Separately, for the start of the activity:</p> <p>Participant log (group) or</p>



	<p>Participant log (individual) Incident Brief for Individual or Incident brief for Group and File of 30 incident briefs preferably bound into a file.</p>
Instructions	<ul style="list-style-type: none">• Give out the folders containing the participant brief only. Announce the end of preparation time.• Collect the folders if the activity does not follow immediately; in that case return them to participants when the activity does start.• At the start of the exercise, distribute the participant logs and explain how to complete them.• Distribute the files of incident briefs (one per participant), pointing out that they are not to open the incident file until you say so. Explain that you will be announcing the Incident Numbers and that they can only turn the pages as far as the number you have given. They may refer back to earlier incidents at any time but are not to move ahead of the number called. (You may find it useful to display the last number called on a flip chart.)• Run the activity.• Collect the folders containing the participant brief, participant log and incident file.• Pass the folders to the assessors with the appropriate assessment documents.• This activity can be run without time pressures. It will then become an individual In-Tray simulation or a cooperative group discussion.



Interrupted In tray

Medanair participant brief and background information

Participant:

You are a Duty Passenger Manager working for Medanair, a medium-sized airline. You now have some time to familiarize yourself with the following information. You will then be expected to deal with a number of incidents.

You are scheduled to run the next shift at Tropria Airport on Friday afternoon. For this you will have five passenger staff on duty out of a total of 13, plus a supervisor.

The airport is near the town of Tropria (population 500,000) and the number of flights in and out daily, average about 25 (that is, 50 aircraft movements). There is a downtown terminal where passengers can catch a coach to the airport (and be dropped off) but check in is carried out at the airport itself. The town is about 20 minutes away by coach. About 50 per cent of the passengers arrive by car or taxi.

About 70 per cent of the passengers are business executives, who are often flying to a major airport to catch another flight. Most of the other passengers are tourists who come to the town because it has a number of attractions.

Your airline flight code is ME. Also based at Tropria are Air Quattro (code AQ) and Compellon Air (code CG). These are smaller airlines than Medanair. However, they are regarded as active competitors. Although they have fewer flights than Medanair at Tropria, in some other regional airports they are much busier. They are both growing faster than Medanair.

Staff on late shift duty today are:

- Nancy Goffin (Supervisor)
- Hilde Austin
- Ken Harris
- Glynn Lipton
- Suma Venkatachalam
- Anni Shah



Interrupted In tray

Medanair operating information

Shift patterns

Medanair operates a basic work pattern of five days on followed by two days off. Shifts last eight hours and are timed as follows:

Shift	Times
Early shift	0600 to 1400
Late shift	1400 to 2200
Night shift	2200 to 0600

Meal breaks last 60 minutes; and are usually taken between the third and fifth hour of a shift. There are also two 15-minute coffee breaks per shift.

Flight times to and from Tropria are as follows:

Destination	Flight time
Northland	1 hour 20 minutes
Menarchville	45 minutes
Gambington	1 hour 10 minutes
Deenbar	40 minutes
Leeford Metropolitan	1 hour
Stableford	1 hour
Gail Island	1 hour 40 minutes
Princeton	35 minutes
Sproutes	1 hour 30 minutes

Notes: Northland is a major international hub airport. Stableford, Gail Island and Sproutes all require flights across water, but Sproutes is the only international destination. The other destinations are regional or provincial cities.

It takes 30 minutes to 'turn round' (that is, to clean, load catering, and refuel an aircraft.) When flight numbers change by one digit only, it means that the same aircraft is used (for example, ME 5684 arrives from Northland and the return to Northland is ME 5685).

Check-in time at Tropria is 30 minutes before departure. At Northland it is currently 60 minutes for domestic flights and 120 minutes for international travel.

Budget information

You have a budget of 200 per shift.

Hotel accommodation, per person per night	50.00
Breakfast at hotel	7.00
Lunch at hotel	10.00
Light refreshments at airport	3.00
Lunch or dinner at airport	8.00
Hire of coach between airport and town terminal	25.00
Taxi between airport and town terminal	7.00

Staff overtime premium per shift:

Day	20.00
Early	27.00
Late	35.00