



**C**ustomized **A**ctive **B**usiness **S**imulation  
オフィスシミュレーションプログラム

**iYES LANGUAGE SCHOOL ( PHILIPPINES )**

# Case Study Preparation

準備

Read Through **CASE**, Q&A

ケースをよく読み、状況を理解します。

The image displays several overlapping pages from a 'CASE STUDY COLLECTION' for 'JIMMY BEANS WOOL'. The documents are arranged in a layered fashion, showing different sections of the case study. The top-most page is the cover, featuring the title 'Managing Growth' and 'JIMMY BEANS WOOL ONLINE YARN & FABRIC RETAILER'. Below the title is a photograph of a woman in a retail store. The middle pages show the 'COLLECTION' section, which includes a photograph of the woman and several paragraphs of text. The bottom-most page is the 'Q&A' section, which contains a list of questions and answers. The documents are set against a dark background.

**COVER PAGE:**

- YES CASE STUDY COLLECTION SERIES 1
- no. 1
- Managing Growth
- JIMMY BEANS WOOL
- ONLINE YARN & FABRIC RETAILER

**COLLECTION PAGE:**

- COLLECTION
- no. 1
- Managing Growth | Jimmy Beans Wool
- 1

**Q&A PAGE:**

- Managing Growth | Jimmy Beans Wool
- 2

# Assign Members

メンバーがアサインされます。



# Schedule Example

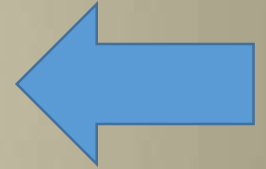
1日のはじまり



8:00AM

**MORNING ENGLISH LESSON**

朝の英語レッスン

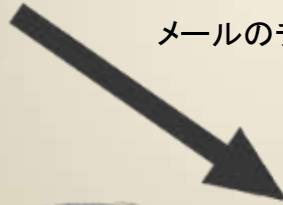




9:00AM

## CHECK & SEND EMAILS

メールのチェックと返信



**STATUS REPORT**

業務レポート



**STAFF MEETING SCHEDULE**

スタッフミーティング日程



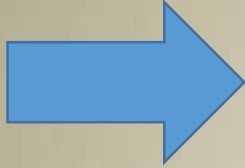
**REQUESTS**

リクエスト

**RESPONSE**

返信





10:00AM  
**STAFF MEETING**  
スタッフミーティング



**ASSIGN TASKS**  
業務指示



11:00AM  
**RESPOND TO EMAILS**  
メール返信





NOON  
LUNCH

ランチ



1:30PM

**CUSTOMER MEETING**

お客様とのミーティング



**TAKE NOTES**

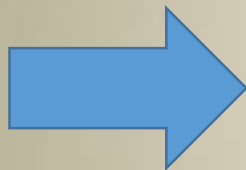
打合せメモ作成



3:00PM

**CHECK-IN WITH STAFF**

スタッフと共に帰着



3:30PM  
**DESKWORK**  
デスクワーク

**PROPOSAL DRAFT**  
提案書の作成



**RESPONSE**  
返信



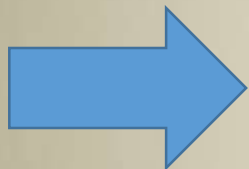
**TEAM UPDATE**  
アップデート



**DAILY REPORT TO BOSS**  
上長へのディリーレポート







5:00PM

## **COOLDOWN & QUESTIONS**

振り返り、質疑応答など

# CASE STUDY

## SAMPLE SITUATIONS & DELIVERABLES

シナリオの一例



### TUESDAY

Email from boss for a skype meeting tomorrow to discuss the progress of the project.

プロジェクトの進捗につき、明日Skypeミーティングをしたい旨、上長からメールが届きます。



### TUESDAY

Customer requests a 20% discount in the price of the next shipment due to the delay in the first shipment.

初回出荷が遅れたため、次の出荷の値段を2割下げるよう、お客様からリクエストが来ます。

### WEDNESDAY

Boss requests to negotiate with the customer to cut the discount down to under 10%.

上長からは、1割のディスカウントでネゴするよう指示が来ます。

Setup meeting with client to suggest a compromise to their initial proposal. 交渉決着させるための、ミーティングをアレンジします。



## WEDNESDAY

Staff member continually fails to complete their tasks.

スタッフはなかなか仕事を終わることができません。

Need to reprimand staff and explain the consequences of their actions.

スタッフを仕事の結果を説明し、叱ることが必要です。



## THURSDAY

Meeting with client to negotiate discount due to shipping delays.

出荷遅れによるディスカウント要求につき、打ち合わせます。

Call IT to ask for help regarding some problems with sending emails to certain email accounts.

あるアカウント宛のメールが送信できない問題が発生し、ITにヘルプを求めます。

## FRIDAY

Final presentation to boss regarding strategy to avoid

further shipment delays.

今後の出荷遅れ対策につき、上長に最終プレゼンを行います。



# FEEDBACK

フィードバック

## CASE STUDY FEEDBACK

### ITSUKI TANAKA

WEEK 2

**B**  
74/100

## SKILLS

Formal Emailing	<div style="width: 60%;"></div>	6
Reporting	<div style="width: 80%;"></div>	8
Assigning Tasks	<div style="width: 90%;"></div>	9
Scheduling Appointments	<div style="width: 80%;"></div>	8
Making Introductions	<div style="width: 100%;"></div>	10
Handling Q&A	<div style="width: 20%;"></div>	4
Written Reports	<div style="width: 80%;"></div>	8
Negotiating	<div style="width: 50%;"></div>	5
Using Visual Aids	<div style="width: 50%;"></div>	5
Reprimanding	<div style="width: 10%;"></div>	2
Giving Feedback	<div style="width: 70%;"></div>	7
Apologizing	<div style="width: 60%;"></div>	6

- + Good formal introduction
- + Good use of business idioms
- + Accurate Grammar
- Not much reprimanding
- Couldn't explain graphs
- Couldn't handle Q&A

### MANAGER FEEDBACK

*"I enjoyed working with Mr. Tanaka but he needs to use more formal english when sending an email to the manager. His reporting and written reports were quite good though with lots of detail"*

### CLIENT FEEDBACK

*"Mr. Tanaka apologized well for his company but he didn't give a reasons why they made the mistake. I thought his introduction was really good though and his grammar is quite accurate"*