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MBA 642
Management of Human Resources

Case Assignment Questions

Au Bon Pain: The French Bakery Café

Instructions:

- ❖ Put the names of the team members in the upper-left-hand corner of the first page of your team's answers.
- ❖ Staple the pages together with a staple in the extreme upper-left-hand corner.
- ❖ Double-space the text of your team's answers. Use a legible font, make the font size 11-pt. or 12-pt., and use margins no smaller than 1-inch.
- ❖ Your team's answers are limited to no more than 6 pages of text; any exhibits (e.g., figures, tables, charts, diagrams, or so forth) that you might decide to include do not count against the limit of 6 pages of text. Note that 6 pages of text is a limit, not a goal. Get to the point and focus on the critical issues for each question.
- ❖ Unless the question explicitly specifies otherwise, stick to the facts provided in the case—other information about the companies or the industries involved in the case, which you might know or discover through research, is out of bounds.
- ❖ You cannot answer a question by recommending that "more research is needed in order to answer the question."

Questions:

1. What are the strengths and weaknesses of the PMP?
2. Which one of the following four options would you recommend to Au Bon Pain's management: (1) introduce the PMP to all of the other stores without modifications, or (2) introduce the PMP to all of the stores with some modifications (if so, what modifications do you recommend), or (3) introduce the PMP to some stores (if so, which stores), or (4) abort the program? Why?
3. What are the implications of the change in the role of the District Manager?