

Tiger Leaping Guest House, DQs

- What role has *guanxi* played in this business? In what way is it helpful, in what way unhelpful?
- How does the Chinese system of human resource management seem to differ from the USA, or other places with which you may be familiar?
- Lazy workers and an unprofessional workplace environment are major issues here. Can you suggest a culturally harmonious method of making significant changes? What should be done?