

Recruitment plan

Business



Executive Summary The main purpose of this report is to establish guidelines for the recruitment and selection of a Restaurant hostess for the Waterfront Hotel, New Plymouth.

This report is comprised of identifying job positions, job analysis, job description and selection process, so as to follow a systematic procedure during the recruitment process of the Restaurant Manager. **Objectives** The objective of this report is to develop a systematic recruitment plan for the Restaurant Manager. **Contents** The contents of this report are:- * Literature review of recruitment plan * Steps of recruitment plan * Job description Job advertisement * Recommendation * Conclusion Literature review of recruitment plan **RECRUITMENT:-** Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization (EDWIN FLIPPO). It's the process of identifying and hiring the best-qualified candidate (from within or outside of an organization) for a job vacancy, in a most timely and cost effective manner, as the human resource is the most valuable belonging to an organization. **NEED FOR RECRUITMENT:-** * Fulfilling the vacancies generated due to promotion, transfer, retirement, termination, death or employee turnover.

Creating new vacancies due to growth, expansion and diversification of the business activity of an organization. **OBJECTIVE:-** * It determines the present and future requirements of personnel of an organization * Increases the organizational effectiveness in long term and short term * Identify potential job applicants suitable for the post * Provides opportunities to procure human resource. **RECRUITMENT PLAN:-** is an organized written strategy that identifies the recruitment objectives for a position and contains different

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components like job analysis, job description, recruitment announcement and advertisement, interview plans etc.

Steps of recruitment plan
JOB IDENTIFICATION: Job identification collects the specific description of a position with the skills required to perform the task of the position. The job identification process initiates the recruitment process to determine when a position is needed and the position entails. After identifying the job need, the job description and requirements are written and the job is assigned for a compensation level.

JOB ANALYSIS: Job analysis may be defined as a study of jobs to identify the observable work activities, tasks and responsibilities associated with a particular job.

It focuses on work behaviours, tasks and outcomes. It helps to prepare job description and job specifications.
JOB DESCRIPTION: Job descriptions are systematically prepared written down narrative of duties, responsibilities and the reporting structure of jobs. It also includes the authorities provided to the employees in a particular designation and what level of performances is expected from the employees.

It also includes * Job simplification and job design * Job enlargement * Job enrichment
RECRUITMENT METHODS: There are mainly two types of recruitment methods:- * Internal recruitment * External recruitment

Internal recruitment:- In internal method of recruitment an employee is recruited for a specific designation from the organization itself. Internal recruitment is generally done either by promoting an employee (succession planning) or by transferring a potential employee from a department to
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another. An organization advertises the employment to its employee by putting it in notice board, newsletters or staff magazines. While recruiting through internal recruitment, the recruiters are generally aware of the potential, strength, weaknesses, personal traits, performance, skills and knowledge of the employee.

In the same way the employee is also aware of the work culture and environment, and knows his colleagues, seniors and sub-ordinates in the organisation.

Internal recruitment saves a lot of money and time of the organisation. But internal recruitment also leads to de-motivation of the employees who gets rejected in the recruitment process. Different methods of internal

recruitment are:- * Transfer * Job posting * Employee referral External

recruitment:- In external recruitment, the employees are recruited for a specific designation from outside the organization. This helps to welcome fresh ideas in the organization.

The different methods of external employment are:- * Online recruitment * Consultancies * Campus selection from educational institutions * Advertising in newspapers * Govt.

Agencies like employment exchange * Walk-ins External recruitment is more time taking and costly than internal recruitment. **SELECTION PROCESS:**

Selection is the process of picking the most suitable candidate who would meet the requirements of the job best and will be successful if hired. The basic purpose of selection is to choose the best suited individual for the job from the pool of qualified candidates. The basic steps of selection process

are: Application blank * Selection tests * Selection interview * Reference checks Application blank/form:- it is one of the most common methods used to collect various information about the candidates. As:- * Personal data * Marital data * Educational and academic data * Experience * Extra-curricular activities * References and recommendations It's a commonly used selection tool as it is a formal way of introduction between the candidate and the recruiter.

It also helps the recruiter to compare among the candidates against the eligibility criteria and can screen candidates who fail to meet the eligibility criteria.

Selection tests:- The selection tests or the employment test attempts to assess intelligence, abilities, aptitude of the candidates. These tests are important selection tools which enables the recruiter to select the most suitable candidate from the pool of the qualified candidates. The different selection tests are:- * Intelligence tests * Aptitude tests * Personality tests During these tests the recruiter also checks the leadership skills, Communication and soft skills, competency, computer-based skill and knowledge of the candidate. Interview:- Interview is a kind of oral examination of candidates for employment.

The recruiter (interviewer) asks a set of questions to the candidate through which he/she tries to assess and evaluate the personality of the candidate, the enthusiasm and intelligence of the candidate, situation handling capability of the candidate and different subjective aspects of the candidate as facial expressions, appearance, nervousness etc. The different types of

interviews are:- * Non-directive interview * Patterned interview * Structured/situational interview * Panel interview * Appraisal interview
Reference check:- Once the interview is over the reference check of the candidates are done.

The candidates are required to mention 2-3 references in the application forms, which may be from the individuals who are familiar with the candidate's academic achievements or may be from the candidate's previous employer who is well acquainted with the candidate's job performance. ACCEPTANCE/ HIRING DECISIONS: The final decisions are taken - whether to select or reject a candidate after soliciting the required information through the different techniques and selection tools. The recruiter has to take adequate care in taking the final decisions
Job description for a Restaurant Manager: POSITION:-

Restaurant Manager - Waterfront Hotel, New Plymouth. SCOPE OF THE POSITION:- * Attend to the customer's complaints and grievances.

* Provide direction, leadership and supervision to the restaurant staffs in accordance to the goals, objectives and standards set up by the organization. * Monitor departmental cost controlling to meet the budget * Ensure the staffs are properly trained and groomed, to maintain quality standards. * Ensure to attend any emergency without any delay and take the necessary steps. * Ensure to perform with high professionalism as per the standards of the organization. Assist the F&B Manager. ORGANIZATIONAL RELATIONS:- * The restaurant manager will directly report to the F&B manager.

* The restaurant manager will be responsible for the day-to-day operation of the restaurant, as well as for providing guidance to the captains and the staffs of the restaurant. DUTIES AND RESPONSIBILITIES: * Overseeing the day to day operation of the restaurant. * Co-ordinating the entire operation of the restaurant during scheduled shifts. * Meeting and getting feedback from the customers. * Responding to the customer complaints.

* Advising customers on menu and wine choices. Managing the staffs and providing them with feedbacks. * Analysing and planning the restaurant sales levels and profitability. * Organizing marketing activities. Such as promotional events and discount schemes.

* Planning and co-ordinating menus. * Ensure the grooming of the staffs and the hygiene of the restaurant and food-preparation area. * Check the quality of deliveries from the suppliers. * Recruiting, training and motivating staffs. * Checking stock levels and ordering supplies.

* Preparing cash drawers and providing petty cash as required. * Maintaining high standards of quality control, hygiene and health and safety. Helping in any area of the restaurant when needed. ELIGIBILITY CRITERIA:- *

Bachelor/Master's Degree in hospitality management. * Minimum 4 years of working experience in any restaurant * Candidate should have good business/managerial skills. * Candidate should have a basic knowledge in computer and PMS.

* Candidate should have an excellent communication skills, organizational and time management skills. * Prior experience in cash-handling in restaurant is required. Recommendations: I recommend that the Waterfront

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hotel should prefer to recruit external employee, as in that case the candidate will have a prior experience of the duties and responsibilities associated with the designation of restaurant manager, hence he will be well versed with the level of performance expected from him. There should be a proper panel of qualified, experienced and skilful people for the selection process of the restaurant manager. Conclusion: I would like to conclude this report by saying that by following this recruitment plan, the organization (Waterfront Hotel) will certainly be able to recruit the suitable person required for the restaurant manager position. Bibliography: