

Recruit select and induct staff

[Business](#), [Work](#)



PROJECT 1 RECRUIT, SELECT AND INDUCT STAFF Introduction Baker's Delight is Australia's most successful bakery in Melbourne CBD. Over the past 20 years, this Australian owned Company has grown over 70 bakeries across the Melbourne. Every day, in every bakery, Baker's Delight bakers create a range of traditional and gourmet breads. All products are baked from scratch, fresh daily on the premises. Baker's Delight is distinctive in appearance, branding, product quality and customer experience. The company's philosophy underpins every action: Best Environment, Best Service, and Delightful Product.

The mission of Baker's Delight brand has been built on our commitment to the quality of our product, the development of our people and the delight which the combination of these two elements brings to our customers.

ORGANISATIONAL CHART: Manager Manager Head Chef/ Head Baker Head Chef/ Head Baker Sue Chef Sue Chef Baker Baker Baker Baker Receptionist Receptionist Apprentice Baker Apprentice Baker Head Waiter Head Waiter Chef de Partie Chef de Partie Trainer Trainer Waiter Waiter Apprentice Apprentice Trainer Trainer

Apprentice Apprentice Trainer Trainer The Objectives of the Bakeries are:- * Having a passion for fresh, delightful bread. * Creating delight with every one of our customers. * Creating an environment which promotes growth for all stakeholders, in the areas of wealth creation, learning, and personal development. * Providing a sense of fair play toward all stakeholders within taste bakery. * Promoting openness between all stakeholders. * Ensuring all stakeholder activity adds value. * Ensuring all stakeholder activity sells more bread.

Reasons for Recruitment According to our HR policies, the recruitment and selection process begins for the vacant position. The position is vacant due to many reasons. One of our Baker, who had been working with us for the last 6 years has decided to go back to India to open up his own catering business. So now Baker's Delight needs a new Baker. Also we have vacancies for Part Time and Casual Staff for Front Desk and in Production Area. We need some Extra staff for these positions, as our customers are increasing.

Job Analysis Job analysis is detailed and systematic study of job, it can be defined as a process of determining by observation and study the task, which comprise the job, the methods and equipment that are essential for the job and the skills and attitudes that are required for successful performance of the job. * What is the main objective of job, why the position does exist * What is the main purpose of the job? * Job title, location, date, job summary * Duties, responsibilities, skills and specific tasks * Have relevant qualification, experiences Skills and abilities * Knowledge of relevant work tasks and working environment. Job Description of a Baker * Check production schedule to determine variety and quantity of goods to bake. * Measure and mix ingredients to form dough or batter, following recipes. * Roll, cut, and shape dough to form rolls, pie crusts, tarts, cookies, and related products. * Cut, peel, and prepare fruit for pie fillings. * Place dough in pans, molds, or on sheets and bake in oven. * Observe products while cooking and adjust controls. Mix icings and other toppings and decorate cakes, pastries and other baked goods. * Use a variety of kitchen tools, including electric mixers, pans, rolling pins, and cutting tools. * May develop new recipes. Job

Specification It is a statement of minimum acceptable qualities required for proper performance for the job. It has a written record of physical, mental, social, psychological, and behavioral characteristics of a person should poses in order to perform the job effectively. For ex, for the job of pastry cook minimum certificate III and 1 year working experience is must.

It is a statement of employee characteristics and qualifications required for satisfactory duties and tasks comprising a specific job or function. Selection Criteria Our selection criteria policy is a task to draw up a description of ideal applicant. This is the statement that describes the qualifications, knowledge, skills, abilities, and experience that are required for a job. Examples of criteria that employers are often interested in, include: * Ability to communicate effectively *Leadershipskills * Team work skills * Willingness to learn * Ability to solve problems

Selection Criteria of a Baker To be considered for this Role, you need to be able to meet the following Selection Criteria:- * Ability to be available for work across the 7 days of the week, which may include evening work and some public holidays (starting times can be as early as 3am) * Work in a fast-paced team environment * Communicate with customers and staff * Portray a positive attitude * Complete duties as directed by your manager/supervisor * Abide by company policies and procedures at all times * Proved evidence of your trade qualification Train, develop and supervise apprentices and staff in the Bakery Department * Have an eye for detail * Only applicants with previous experience as a Baker will be considered for this role. Personal Attributes The criteria of the company's personal specification list must be measurable, specific and justifiable according to

the position. This means that the company cannot ask unrealistic expectations of those looking to fill the position. Once these specifications are outlined, they must be followed for each individual that applies for the job, meaning they cannot be changed from applicant to applicant.

----- knowledge of bakery products and ingredients * ----- skill in baking, icing and cake decorating * ----- knowledge of mixing and baking processes * ----- skill using mechanical mixing and baking equipment * ----- knowledge of health and safety regulations * ----- rganizational skills * -----communicationskills *

----- Basic math's skills. Advertising A job advertisement is placed when a vacancy arises within a company or organization. Advertisement 1 Bakers Wanted * Start ASAP * Melbourne CBD * \$20hr + paid overtime! Our client is looking for additional Bakers to help with the growing production of baking goods. You will be working alongside professionals in a friendly and dynamic team.

To apply contact our manager or send your resume on following e-mail address-com Contact no. 0456728357 Baker * Melbourne CBD * Qualified Baker | | Baker's Delight Group is a premium food business encompassing the manufacture and retail of French / European style breads, cakes and pastries. Our one employee is leaving and we are seeking a qualified Baker to join our team Duties -Setting up and running a semi industrial line, mixing and weight up workHours: 5. 0am - 2. 00 pm Ideally,

you will have * 2 years + Bakery experience * Qualified Baker * Quality focused * Reliable and proud of the finished products It's time for a new challenge and broaden your experience at the same time. We look forward to your application To apply contact our manager or send your resume on following e-mail address-om Contact no. 0456728357 | Baker * Melbourne CBD * Qualified Baker | | Baker's Delight Group is a premium food business encompassing the manufacture and retail of French / European style breads, cakes and pastries. Our one employee is leaving and we are seeking a qualified Baker to join our team Duties -Setting up and running a semi industrial line, mixing and weight up workHours: 5. 00am - 2. 0 pm Ideally, you will have * 2 years + Bakery experience * Qualified Baker * Quality focused * Reliable and proud of the finished products It's time for a new challenge and broaden your experience at the same time. We look forward to your application To apply contact our manager or send your resume on following e-mail address-com Contact no. 0456728357 |

Advertisement 2 Advertisement 2 Part Time ; Casual Positions for Front Desk and in Production Area Vacancies exist for highly motivated people to join our busy, hardworking team. Applicants should have proven experience in food preparation handling, strong customer service/communication skills and be able to work quickly. Ability to work in a team or alone is essential. Casual applicants must be available some Saturdays and during busy times within the hours of 6am to 6pm week days. Part time hrs is from 11am to 6pm Monday to Friday.

Please send your written application and resume at the following e-mail address:com Contact no. 0456728357 PROCESS OF RECRUITMENTWe have given the advertisement for these two jobs in The Leader and on Employment website. We also advertise these in our company by sending mail to our different department because sometime we have some casual and part time employees who have the related skill and experience in same field. After given the advertisement we get response from so many candidates for these jobs. They send us resume.

For the selection of right candidates we follow the following process:-
SORTING By this process we select that candidate who fulfils our requirements. Sometime people send their resume without checking requirements of given advertisement. We select 50 candidates who fulfill our requirements. We send theminterviewletters to conduct interview. FIRST INTERVIEW OF SELECTED CANDIDATECandidate who receive the interview letter come for the interview. This interview conducts by the management members.

In this interview we just check that if the candidate has related experience, how is his/her communication skills, about the qualification and introduction of candidate. Management members call the candidates one by one and interviewing them. They have the interview checklist according to marks they select some candidate for the further process on the basis of checklist marks. SHORT LISTIn this interview management members select 30 people on the basis of their communication skills, qualification etc. SECOND INTERVIEWThis interview is held after short list. In this interview 20 selected candidate take part.

In this MD ask some questions related to job and sometime it is performance based. MD ask the following question to the every candidate INTERVIEW CHECKLIST In this checklist interviewer check the candidate's skill, qualification, experience. Attributes etc. and compare it with other candidates. In the last, total the marks of every candidate and give the priority to that get the high score. QUALITIES| CANDIDATE A| CANDIDATE B| TOTAL MARKS| ATTRIBUTES| | | SKILLS| | |

QUALIFICATION| | | EXPERIENCE| | | In the second interview we select 10 people. 5 for Baker's job and 5 for part time staff for Front Desk and for Production Area. FINAL INTERVIEWFor this interview we selected the 20march and sent the letter of interviewing date to the selected candidates. On the above day, in the interview, Manager of Bakery will ask some important questions to the candidates which is the best part about asking requirement . Then we select the best candidate for the above positions.

In this interview the candidate will be asked about police check and requirement of company like permanent residency or if he/ she has valid working visa etc. In this interview we select the Renu Rai as a Baker, Lee Williamson as a part time staff for Front Desk and Shiv Kumar for Production Area.. Application 1 COVER LETTER Name- Address-Contact no-Email- Dear Sir/Madam, I have enclosed my resume to provide you with an overview of my experience.

I have done Certificate III in Food Processing (Retail Baking and Patisserie). Now I am pursuing Diploma in Business Management. I have experience of packing, loading, unloading and customer service. I am working with IKEA in Richmond. I am confident and well disciplined with a desire to work in
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patisserie field. I am quite willing to become a baker. I wish to build on my achievements and take on a position as a Baker in this area. I would be very pleased to discuss my application further with you at your convenience.

The above information and contents are true to the best of my knowledge and belief and nothing has been concealed there in. Yours sincerely,-----

RESUME CONTACT DETAILS NAME - ADDRESS - MOBILE - EMAIL - CAREER OBJECTIVE SUMMARY - TO SECURE A MANAGEMENT POSITION IN A HIGH GROWTH COMPANY WITH CONSIDERABLE ADVANCEMENT OPPURTUNITIES. IDEALY , IN A BUSINESS DEVELOPMENT CAPACITY WITH EMPHASIS ON STRATEGIC PLANNING.

EDUCATIONAL QUALIFICATIION * INSTITUTE - DELLA INTERNATIONAL COLLEGE CITY/COUNTRY - MELBOURNE / AUSTRALIA QUALIFICATIONS - CERTIFICATE III IN FOOD PROCESSING (RETAIL BAKING AND PATISSERIE) AND DIPLOMA IN BUSINESS MANAGEMENT * INSTITUTE - NATIONAL COLLEGE OF INFORMATION TECHNOLOGY CITY/COUNTRY - MUKATSAR / INDIA QUALIFICATIONS - POST GRADUATE DIPLOMA IN COMPUTER APPLICATIONS COMPLETE - APRIL 2009 * INSTITUTE - PUNJAB UNIVERSITY CHANDIGARH CITY / COUNTRY - MUKATSAR / INDIA QUALIFICATIIONS - BACHELOR IN ARTS COMPLETE - 2006 EMPLOYMENT HISTORY Pizza at Home , Braeside START DATE - 1st of June, 2010 END DATE - 15th of August, 2010 TITLE - ASSISTANT BAKER RESPONSIBILITIES - MAKING DOUGH FOR PIZZAS AND PREPARE THEIR TOPPINGS MOORABBIN DRY CLEANERS START DATE - 1ST JANUARY , 2009 END DATE - 30th MARCH , 2010 TITLE - DRY CLEANER AND IRONER RESPONSIBILITIES - ALL DUTIES - IRONING , WASHING AND DRY CLEAN CLOTHES , CLEANING AND ATTEND CUSTOMERS KIEV BAKE

HOUSE MOORABBIN START DATE - 20TH OF OCTOBER 2009 END DATE - 10TH OF JANUARY 2010 Title - 2 MONTHS EXPERIENCE AS A BAKER RESPONSIBILITIES - PACKING AND CUTTING OF BREAD AND CLEANING SHOP BAWARCHI INDIAN RESTAURANT START DATE - 25TH NOVEMBER 2009 END DATE - 28TH MARCH 2010 TITLE -

KITCHEN HANDLING ; FRONT AT DESK ; WAITRESS RESPONSIBILITIES - ATTEND CUSTOMERS AND SERVE FOOD RAPID PACK CLAYTON START DATE - 1ST SEPTEMBER 2009 END DATE - 31ST OF DECEMBER 2009 TITLE - PACKER RESPONSIBILITIES - PACKING CHOCOLATES AND OTHER GIFT ITEMS SKILL SUMMARY NON TECHNICIAN SKILLS : TEAM BUILDING ; NEGOTIATION and STRONG ANALYTICAL SKILL COMPUTER SKILLS : MICROSOFT WORD ; EXCEL ; ACCESS ; VB SCRIPT ; JAVA SCRIPT ; WEB TECHNOLOGY ; RDBMS ; COMPUTER NETWORKING ; LANGUAGES : C ; C++ INTERESTS MUSIC ; READING ; PLAYING ; COOKING ; WATCHING MOVIES ; TRAVEL REFERENCES * CHARLES AZZOPADO (CABINET MAKER) (FINE LINE CABINETS 34-37 INDUSTRIAL DRIVE , SUNSHINE) CONTACT NO- 0416143072 * PAM TANDON (BAKER) CONTACT NO -0425004500 * JOGRAG SINGH (BAKER) (WOOLWORTS, AIRPORT WEST) CONTACT NO- 0458693259 Interview: Interviews are more likely to be professional and effective if they are well prepared. Committee members should prepare questions prior to the interviews.

Questions should be based on the selection criteria and all applicants should be asked the same core questions. In preparing questions, committee members should take care to ensure that questions do not give rise to a breach of discrimination laws. What to ask? The Questions should be: * Based on the selection criteria as specified in the position. * Focused on the

skills, experience and knowledge required for the job. * Assess the experience of the applicant in carrying out tasks relevant to the criteria. What not to ask? * Are you married? * Do you have children? * Have you been diagnosed as having a mental illness? * Where do you go to church? * Where you were born? Interview Questions On the day of the interview, it is recommended that the selection committee meet approximately 30 minutes prior to the commencement of the first interview to discuss the interview format. It is recommended that during the interview, the selection committee will ask the following Questions to Candidate: 1. Please elaborate about your qualifications, experience and skills? 2. Tell us something about the roles and responsibilities that you had in your previous positions? 3. Explain how you would be an asset to this organization? 4. How do you get along with your Co-Workers? 5. What is more important for you among high salary, job recognition and advancement? 6. Do you have your own transport? 7. Can you start early in morning? 8. Can you do work in a team? 9. Can you able to do overtime shifts in busy days? 10.

Can you able to do a roaster shifts? 11. Are you willing to commence work at Short Notice? 12. Do you have Basic Computer Skills and good communication Skills? 13. Are you willing and able to go through and pass a national Police Check? 14. Are you willing to go through and pass a Medical Examination? 15. Do you have your own Safety Boots and Vest? Receiving application – According to our human resource policy after advertising policy, we receive the applications of the candidates. It is a duty of one of our officials is to determine that how many applications have been received.

After receiving applications we have installed software to provide real time access and feedback.

It gives reliable results and saves time Reference Check Policy After interview we do a reference check policy to check the applicant's work history or credibility. Often only the reference of the successful applicant are checked this is the getting of the opinion of someone for whom the candidate has worked for in the past can be extremely helpful. TEMPLATE OF REFERENCE CHECK: - Date Reference check for Position applied for Referee name Title/company Phone Candidate role in company Time period of Employment of Candidate Rejection Letter According to hr policy we always send a rejection letter to those candidates who are unsuccessful for the position.

This process is done to inform the applicants about the results and it shows the professionalism of our tea Rejection Letter Template Applicant Name: Street Address: City: Dear -----, Thank You for the opportunity to meet with you and discuss your qualifications for the position of a Baker. While we were impressed with your background and experience, we have concluded that another candidate's qualifications more closely match our requirements. We sincerely regret that we cannot offer you employment in our bakery at this time. You have our best wishes for success in locating the career opportunity you strive towards. We will retain your resume in our files to review for future openings for up to six months.

In the event of an appropriate available position, we will not hesitate to contact you. Regards ----- Offer of Employment Once the decision has been taken the successful candidate has been informed by offer of <https://assignbuster.com/recruit-select-and-induct-staff/>

employment, which includes the following:- * Congratulations for the employment * Confirm start date, salary and other relevant information * Position acceptance * Joining time * Annual leave * Warm regards Offer letter
 Address: City : Date : Candidate Name: Address : City : Dear -----, Baker's Delight is pleased to offer you the position of baker. In this position you will be reporting to John.

The starting salary offered for this position is \$50, 000 annually, paid every two weeks. Your acceptance of this offer and commencement of employment with the Company are contingent upon your execution of the Company's standard form of Confidential Information and invention Assignment Agreement (the " Confidentiality Agreement"), a copy of which is enclosed for your review and execution, prior to or on your Start Date. On your first day of employment, you will be provided with additional information about the objectives and policies, benefit programs and general employment conditions. To fulfill federal identification requirements, you should bring documentation to support your identity and eligibility to work in the Australia.

We are pleased to have you join the Baker's Delight team as a member of what we feel is an organization that offers each employee an opportunity for personal and professional development. If you have any questions, please do not hesitate to contact me at . We look forward to working with you in the future, and hope you will find your employment at Baker's Delight a rewarding experience. Baker's Delight ACCEPTED AND AGREED: By: ----- ____

 _____ Signature Date: 8 Nov 2010 _____ Name
 _____ Title By: _____ Date:

_____ Candidate Signature _____

Name Induction

Once a new employee has been hired, he or she needs to be introduced into the workplace, make him familiar about the working area this is induction policy. According to our hr policy the new staff and staff are systematically introduced to their jobs, co-workers and the organization and provided with the information required to succeed and develop in their new role. This will be achieved by: * Welcoming new staff and familiarizing them with the workplace, Goals and strategic directions; significant policies and procedures; relevant staff; the new employee's work location. * providing information to enable new staff to perform their responsibilities and assist any workplace adjustment; and * Encouraging commitment to the Goals of the bakery. *

OHS Policy

An OHS Policy is simply a method of stating how you, your employees, and visitors are expected to behave when they are on Company property or performing Company related activities. As an employer you are required by law to provide a 'safe system of work'. This means you need a method of communicating, duplicating and implementing a safe way of working. The basis for this process begins with your Occupational Health and Safety Policy

GENERAL INDUCTION PROGRAM	Duration	Description	Who's in charge?
1 hour	Describe a Bakery	Restaurant Manager	15 min
Cash register	Cash Manager	1 hour	Products
Sales Manager	30 minutes	Introduction with Workers	Restaurant Manager

Emergency control organization for building A policy on the control of emergencies and critical incidents .

This policy outlines the structures and functions put in place for the management of emergencies and critical incidents at taste bakery. * Nonsmokingpolicy Smoking is strictly banned on the premises accordance with the non smoking act. Staff is allowed to smoke only in the car park. It keeps the workplace environment smoke free. * Safety and security policy Bakers Delight aims for excellence in workplace health and safety, and is committed to ensuring the health, safety and well-being of its staff and customers. Workplace health and safety is both an individual and a sharedresponsibility. Its success depends on commitment from all members of the staff. Note

Analyze strategic and operational plans and policy to identify relevant policies and objectives In our bakery we have both strategic and operational plans which make our work more efficient. By following the strategic policy we have planned to open our new franchise in the next three months and to work effectively in our daily routine work we try to improve our skills. Utilize appropriate technology to improve the efficiency and effectiveness of the recruitment/ selection process: While developing our Policies and Procedures to make it more effective and efficient. We try to take help from different media sources, news agencies, in order to short listing and interviewing, candidates. We use HR management advanced technology software.

Trial and measure against your objective, all forms, procedures and induction processes The objective of our firm is to recruit the best team of employees because it helps to increase the profit of our bakery. Our induction policy is quiet easy and simple to selected new employees and in a very short time they can understand their duties completely. INDUCTION CHECKLIST VENUE:|

INDUCTION DATE:| INDUCTION CONDUCTED BY:| ATTENDIES:|

----- WELCOME NEW EMPLOYEE Yes No

----- INTRODUCTION OF COMPANY Yes No

----- COMPANY ORGANIZATION Yes No

OHS REQUIRMENT Yes No ----- LUNCH Yes No

----- COMPANY TOUR Yes No

----- SIGNING PAPER Yes No

----- POSITION REQUIRMENT Yes No

----- INTRODUCTION TO CONCERNED Yes No

DEPARTMENT ----- ROSTER PROVIDED Yes No

SIGNATURE: