

Factors affecting chef acquisition in selected hospitality industry in legazpi ci...

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FACTORS AFFECTING CHEF ACQUISITION IN SELECTED HOSPITALITY INDUSTRY IN LEGAZPI CITY An Undergraduate Thesis Presented to The Faculty of Hotel and Restaurant Management Department MARINERS' POLYTECHNIC COLLEGES FOUNDATION Rawis, Legazpi City In Partial Fulfillment of the Requirements for the Degree of BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT By: Carol Cristobal April 2012

ABSTRACT CAROL L. CRISTOBAL, , " FACTORS AFFECTING CHEF ACQUISITION IN SELECTED HOSPITALITY INDUSTRY IN LEGAZPI CITY", (Undergraduate Thesis, Mariners' Polytechnic Colleges Foundation, Rawis Legazpi City, April 2012) This descriptive study determines the factors affecting chef acquisition in selected hospitality industry in Legazpi City. The qualification requirements include the educational attainment, number of years of experience and skills. Problems encountered and possible solutions by the respondents were discussed in terms of manpower supply, qualifications of applicants and position. A total of thirty (30) hospitality industry managers served as respondents of the study. The study showed a statistical data presentation of the surveyed respondents. This study was conducted in twenty three (23) restaurants namely : Alibar Restaurant, Boklan Food Center, Brent's Bar and Grill, Colonial Grill, Delica Restaurant, Gasthof Grill, Gerry's Grill, Golden Boat Bar and Restaurant, Harbor Work, Kanzo Hall and Restaurant, Kim's Bowl Restaurant, La Roca Veranda, Max's Restaurant, Mr. Crab Restaurant, Round the Clock Restaurant, Sibid-Sibid Restaurant, Sikatuna Grill, Small Talk Café, South Ocean Villa, Swaisi Bar and Restaurant, Valentino Bar and Grill, Waway's Restaurant, 7 degrees Bar and Grill and seven (7) hotels namely: Alicia Hotel, Casablanca Hotel, Casablanca Suites,

Hotel St. Ellis, Hotel Venezia, Pepperland Hotel, Tanchuling Hotel. All of the cited literature and studies in this study discussed the relevance and similarities which give the ideas to the researchers to formulate the process in the conduct of the present research study. The theoretical and conceptual framework, the synthesis of the art and the gap bridge of the study were presented to facilitate understanding of this work. Likewise, this study presented the possible solutions to resolve certain problems encountered by the respondents. Findings The following are the significant findings of this study: 1. Requirements for the Chef Position A. Educational Attainment The most important criteria in the selection of employees is educational attainment, thus, the respondents choose the bachelor's / college degree and vocational diploma / short course certificate who rank as first (1st) with a frequency of 30. Second in rank (2nd) is the Culinary Course Certificate with a frequency of seven (7). With the frequency of two (2), the food and beverage services management rank as third (3rd). B. Number of Years of Experience In the membership of thirty (30), fourteen (14) rank as first (1st) who have 2 – 4 years of experience. Next in rank is the 5 – 6 years with the frequency of nine (9) and lastly with a frequency of seven (7) with a 7 – 8 years of experience. C. Skills It showed that in terms of skills, the first (1st) in rank are the knowledgeable in HACCP and other sanitation standard, having excellent communication skills and being computer literate with a frequency of thirty (30). The second (2nd) in rank is the Advance cooking skills and techniques with a frequency of twenty eight (28). The next in rank is having excellent organizational skills with a frequency of ten (10). The forth (4th) in rank is having knowledge in various cuisines with a frequency of seven (7).

Lastly, the Knowledge in costing ranked as last with a frequency of six (6).

2. Problems Encountered by the Respondents

A. Manpower Supply

In terms of manpower supply, the limited applicant due to international opportunities has the highest weighted mean of 2.76 which result to an adjectival rating of often encountered. The second in rating fell on lack of qualified applicants with a weighted mean of 2.26 or interpreted as seldom encountered. In terms of low wage it got the lowest weighted mean rating of 1.79 or interpreted as seldom encountered. The general weighted mean is 2.27 or interpreted as seldom encountered.

B. Qualification of Applicant

The highest weighted mean of 1.20 and interpreted as never encountered is shown on lack of trainings. The next in rating fell on lack of skills and competencies with a weighted mean of 1.10 and interpreted as never encountered. Not physically fit got the lowest weighted mean of 1.06 or interpreted as never encountered. The general weighted mean is 2.27 or interpreted as never encountered. The qualification of applicants is not a problem to the respondents for a reason that they will not hire a certain applicant if it is not suitable for their needs.

C. Position

In terms of position, it is noted that the highest weighted mean which is 2.49 or interpreted as seldom encountered fell on unable to match properly the person to fit in the position. Difficulty to fill up higher position got a 2.46 rating or interpreted as seldom encountered. The lowest weighted mean of 1.06 or interpreted as never encountered is the highly demandable position. The general weighted mean is 2.00 or interpreted as seldom encountered. It implied that position is very important in every establishment to properly disseminate the tasks of every staff.

3. Possible Solutions that can be suggested to Solve the Problems

Encountered by Respondents A. Manpower Supply In terms of manpower supply, providing competitive package to attract chefs got the highest weighted mean with the rating of 3. 86 or interpreted as strongly agree. Next is should have a proper wage who got a rating of 3. 13 or interpreted as agree. The lowest weighted mean of 2. 40 fell on providing necessary trainings or interpreted as moderately agree. Training can much give familiarity and understanding with the venture of work that they have. The general weighted mean is 3. 13 or interpreted as agree. B. Qualifications of Applicants Along qualification of applicants, the highest weighted mean is 3. 26 or interpreted as agree showed up on providing necessary on the job training to seek potentials among trainees. Determining the skills and competencies got a rating of 3. 13 or interpreted as agree. The lowest weighted mean of 2. 67 and interpreted as agree is on requiring a recent (w/in 1 month) results of standard pre — employment physical exam. As the chef is always in the kitchen to do the cuisines that the customer should wish, the sanitation and hygiene of the cooks is much very important. The general weighted mean is 3. 02 or interpreted as agree. C. Position In terms of creating more comprehensive positioning was rated with the highest weighted mean of 3. 23 or interpreted as agree. Providing support among employees in terms of trainings, seminars, conferences and other food show activities came second in rating and has a weighted mean of 3. 00 or interpreted as agree. Designing a well versed and well trained hierarchy of chef got the lowest weighted mean of 2. 93 or interpreted as agree. The general weighted mean is 3. 05 or interpreted as agree. Conclusions On the basis of these findings, the following conclusions were derived: 1. The

requirements for the chef position in selected hospitality industry in terms of educational attainment, number of years of experience and skills as a whole, it showed that the selected hotels in Legazpi City are hiring an employee who has experienced in their job, matured with pleasing personalities, talented and skillful, sympathetic and congenial to the clients of the establishments. 2. The problems encountered by the respondents are seldom come across in terms of manpower supply, qualification of the applicants and position. 3. Respondents agree on the possible solutions that can be suggested to solve the problems encountered by the respondents in terms of manpower supply, qualification of applicants and position.

Recommendations In the light of the findings and conclusions drawn from the study, the researchers offer the following recommendations: 1. The managers of the selected hospitality industry must periodically evaluate the performance of their employees to properly show if the employees meet the satisfaction of the managers. 2. The chefs or cooks are encouraged to undergo upgrading through seminars and workshops to gain more knowledge and skills. It is important to boost all their talents and skills in cooking process. 3. The managers of selected restaurants and hotels are encouraged to keep themselves abreast with trends in terms of interviewing and staff selection process. They must maintain and continue a positive relationship among employees to further reach their goals and objectives.

Areas for Further Study The following areas for further study are likewise recommended: 1. Personnel Management of Restaurants and Hotels in Legazpi City 2. The Managerial Practices of Hotels in Legazpi City 3. Human

Relationships Practices of Restaurants in Legazpi City 4. Innovation in Hotel
Management for Curriculum Improvement in College