

Roles and responsibilities argumentative essay



**ASSIGN
BUSTER**

In a business every employee has a position or role within their workplace. A manager is expected to lead his or her employees, a supervisor is assumed to be good at teaching others as they are usually training additional employees. In this section I will explain the different roles and responsibilities a manager, supervisor and an employee may have including their decision making and problem solving techniques involved in their role. Roles and responsibilities of a Manager: A River Island manager has many responsibilities; they are responsible for the hiring and training of new staff members.

The manager has to read through applications and decide whom to interview. The manager has to decide whether the candidate is right for the job in other words fits in with the shops working environment. The shop manager is also reliable for training all hires in the business's procedures and policies. I spoke to River Island shop managers and she informed me that one of her roles as a manager is to manage her staff.

A shop manager has to inform all staff members of their working hours and duties within the shop she also has to think about awarding hard-working staff with promotions or bonuses. On the other hand those who fail to accomplish a duty, the manager will warn them under the disciplinary procedures of the company. In addition a shop manager's duty is to record and manage all the money that goes into the store. The shop manager must record the amount of money that goes in and out of the store each day, they have to keep track of the store's spending, and including staffing hours and often distributes pay checks to employees.

Roles and responsibilities of a Supervisor: A supervisor's role is to organise the store, a river Island supervisor has to co-ordinate activities of the assigned department, and they usually have to determine how important the activities are on a daily basis. For example an employee who works in the men clothing section in River Island may be assigned the role of organising and cleaning up that department, it is the supervisor's job to make sure the employee knows this. The supervisor is in charge of making sure that the Sales assistant reports that those jobs are completed for the week.

Supervisors have to check the store for cleanliness and ensure that the store display is neat and organized before the store opens.

And if the store manager is not available the supervisor steps in to manage the store activities. Supervisors hold staff meetings to discuss issues staff member may have in performing their job within this meeting they discuss changes in routines, clothing offers or discounts. Roles and responsibilities of an Employee (Sales Assistant): I contacted a River Island employee and asked on the main responsibilities of being a River Island sales assistant. The Sales Assistant expressed to me the different responsibilities she had.

It is an employee's job to look after customers when they are shopping meaning they must be ready to answer questions and find items for customers. An employee also must be able to give good advice to their customers ' As River Island representatives we are expected to ' step up' when necessary'. She also declared her role in making sure customers visit to the store is enjoyable and pleasant. Moreover she makes sure her approach to customers is polite and respectable she does this by greeting customers as they enter and leave the store, dealing with customer's

complaints professionally and making sure the customer is satisfied with the conclusion. As well as the above, a sales assistant has to make sure that all shelves are stocked up. Replenishing stock is one of a sales assistant's most important jobs alongside being able to work at tills and balance the cash registers with receipts received.