

Example of report on professional development leadership and challenges

[Business](#), [Company](#)



1. Human Resource Management - Recruitment

Managing human resources is responsible for outplacement, record keeping, labor compliance, compensation, benefit administration, testing, and recruiting new member of the organization (Restaurantcentral. ca, n. d.). Recruitment process in particular is needed in order to pool in competitive individuals to fill in the key positions and perform specific function for the organization. Relatively, Hundredth Monkey, the group's start-up business project would also need to establish its own recruitment model to be used as a standard recruitment process for the company. In terms of recruitment Hundredth Monkey will follow a particular model that incorporate the elements of identifying the situation, inputs, outputs and outcomes (McCawley, 1997). These elements will manifest in the structured recruitment process for hiring two more staff based from the company's current organizational structure.

2. Situation

Hundredth Monkey is in need of two cashiers that will perform the responsibilities of accepting, processing payments from the customers, account and recording of daily sales, depositing daily sales to the bank and other duties and responsibilities applicable typical for the cashier position (Dutiesandresponsibilities. com, n. d.). The cashiers are part of the company's financial team reporting to the Chief Financial Officer.

3. Input

The input phase of recruiting the new staff will include definition of the recruitment process, selection, timing and number of days needed to conduct recruitment.

3. 1 Recruitment Process

The entire recruitment process will consist of four steps namely application, selection, decision and results (Finance. wa. gov. au, n. d.). The first step before the actual recruitment process is to post job openings in local newspaper, on job search websites and on the kiosk. The job post will stipulate the initial list of qualifications, company contact details, coordinating person and mode of sending resumes. Pooling of applicants will be done for an entire week or until at least 200 applications was received. The application forms will be screened according to the set initial qualifications. A short list of applicants will be contacted and scheduled for an initial interview. The applicants that were able to pass the initial interview will be asked to take a short qualifying exam, which will determine their computational and number skills. The applicants that were able to meet the passing threshold of the exam will be scheduled for a final interview. The final interview will be the decision point of the process in which the remaining applicants will be screened from the last time based on the results of the exam and the initial interview. The last step in the process is to reveal the results; usually the applicants that were able to successfully reach the final stage are the final contenders for the position. From the list of remaining applicants, two will be selected to take the cashier position.

3. 2 When to Recruit

Recruiting the best talents in the industry requires time and budget, if the company wishes to hire the Ferraris of the industry, but only has a Kia budget chances are the company might suffer significant losses (Haden, 2012). Continuously recruiting for talents when the position is already been

long filled because the result of hiring more employees than needed is high overhead. Therefore, determining when to recruit will depend on the following reasons;

- When the incumbent's contract expires and failed to meet regularization criteria
- Instances of the incumbent being terminated for violations
- The incumbent filed for resignation, and
- During expansion and branching out

3. 3 Recruitment Duration

The duration for the entire recruitment process will depend on several factors. One is wherein a replacement is needed depending on when the incumbent will exit the company. In some cases, the current employee might do an absence without leave violation or terminated for other violation. The recruitment duration will need to take place as soon as possible. If the employee is due to resign, then a normal duration process will take place. In recruiting new cashiers, job posting and pooling of applicants will take place in a week's time. The hiring process itself should not go over three days particularly when a short list of candidates has already been scheduled to undergo assessments. Once the two successful applicants has been selected, they will be given at least another three business days to complete submission of their pre-employment requirements.

4. Output

4. 1 Selection Criteria (Qualifications)

Must be at least 18 years old

With good moral character and honest

At least high school graduate

Customer service oriented

At least 1 year experience in the same position

4. 2 Reserved Candidates

Applicants who made it to the last interview, but are not chosen will be put on waiting list in case either of the two selected applicants decided not to pursue employment. The rest of the applicant's resumes will be put on file for future consideration. These applicants may not be fit for the cashier position, but potentially capable for another position. After the two outstanding applicants were chosen, they will be oriented about the terms of the job including discussion about compensation. If in case any of the applicants refused to accept the job offer, the next best performing applicant on the list will be called instead to replace the withdrawing applicant.

4. 3 Required Training

The new cashiers are required to undergo a two-week training for non-experienced cashier and one week for those with prior experience. It is stipulated in the qualification that applicants should have at least one-year experience on the same position. However, exemptions can be made to those who showed enthusiasm and willingness to be trained. Applicants who showed a great deal of exceptional personality are also being considered. The course of the training will cover finishing modules on Point of Sale Cashier System. The cashier-training program will offer new hires an opportunity to obtain certificate in POS Cashiering. Other modules of the

training will be done on a hands-on approach wherein the trainee will be supervised by a senior cashier and will be guided to the day-to-day duties (Douglas. bc. ca, n. d.).

4. 4 New Hire's Contribution to the Company

The cashier contributes to the company in terms of securing transaction accuracy, which determines the company's gains and losses on a daily basis. The skills that a cashier possesses commands honesty, diligence, good conscience and higher sense of responsibility that contributes largely to the company assuring security of cash flow. A good and highly skilled cashier employee will move the company to a more sustainable financial health and promote financial stability.

5. About the Key Personnel

Key individuals head Hundredth Monkey and each is assigned with specific role in the organization. The common denomination between them is that all of them are taking up Bachelor of Business in Victoria University. Kausar Banu Auzeer is Hundredth Monkey's Managing Director and Chief Human Resources officer. His contribution to the company is to oversee the entire operations of the company and to manage human assets and development. Emerson Barrera is the Chief Operations and Marketing Officer. His contribution to the company is to bring marketing strategies for sales growth. In addition he is also responsible in ensuring smooth operations. Khalid Alshahrani is the Chief Risk Officer contributing expertise in determining factors that might affect the business and create strategies to mitigate risk. Ng Rui Ming is the Chief Financial Officer that contributes to the company in terms of managing and ensuring that stable financial health.

The company is still in its premature period and there are a lot of developments that needs to take lace in order to sustain future growth. In lieu of this, the company ' s future plan includes, expanding to more locations, franchising and develop product diversity to increase target market. This plan will make changes in the future in terms of implementation of policies and operational guidelines.

References

- Douglas. bc. ca [online]. (n. d.). Available from: . [Accessed 18 May 2013].
- Haden, J. (2012). Inc. com [online]. Available from: . [Accessed 18 May 2013].
- Finance. wa. gov. au [online]. (n. d.). Available from: . [Accessed 18 May 2013].
- Dutiesandresponsibilities. com [online]. (n. d.). Available from: . [Accessed 18 May 2013].
- McCawley, P. (1997). The Logic Model for Program Planning and Evaluation. University of Idaho Extension. 1097, pp. 1-5.
- Restaurantcentral. ca [online]. (n. d.). Available from: . [Accessed 18 May 2013].