

Cashier balances  
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would lead to misuse  
of funds and incur c...

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## **Introduction**

Harry Houdini, faces a number of problems at Holmes Hotel where he is freshly employed. These include incomplete reports and summaries, non-existent RSA signage and programs, incorrect cashier balances, declining bar takings and the rising number of complaints from the customers. On top of that, the staff are often late and do not come in uniform. 1. From these facts a number of problems may occur. Take each one of these facts and detail what kind of issues may arise. Disorganized reports and summaries and incomplete documentation - Incomplete records would lead to lack of transparency, and the risks of something being left out will always be high. Non-existent RSA signage and programs for staff- This will lead to improper and unsafe sale and supply of liquor. The aim behind is to sell or serve alcohol responsibly to the customers. It could lead to several kinds of problems like customers given the liberty of improper limits.

Bar takings were declining rapidly - This points to the declining level of food and service in the hotel, and could be because of the sloppily dressed bar staff who are not perfect in their behavior. This would lead to further decline in profits.

Customer complaints were high - The customers found the staff to be rude and unhelpful. These attitudes would mar the reputation of the hotel. Staff were out of uniform and often late or not at their station - This would reflect a very unprofessional image of the Holmes Hotel and show that the staff does not take their job seriously. 2. Identifying issues and problems is the beginning of solving them. Harry has identified a number of problems. What

is the process for problem solving? Use one of the issues that you have identified to explain this process. Now that Harry has identified a number of problems in the Holmes Hotel, his top priority would be to cut back on the losses immediately and block all the siphons that can leak out the profits. He would make sure that the cash register is in order. He held meetings daily with the staff to win their confidence, as well as keep them in confidence. His purpose is to promote a comfortable environment for free communication among him and the employees so that they remain motivated to do good work and correct themselves. He will use new technologies to keep the cash register in order and with no mistakes.

3. Should Harry involve other people in making any of these decisions? If so, who, why and to what extent. It is very essential to involve other people and have a meeting with the employee or employees in private or general and in a very comfortable environment. The problems should be discussed in specific terms and make sure the employee is able to realize the gravity of the problem and how it is impacting the performance of the hotel. The staff should be proactive in coming to a solution and if it jointly devised, all the better. Harry should explore new ideas when working out a solution and ask open questions. However, the prime decisions related to finances and any investment should be kept to himself and the owners of the hotel. 4. Does Harry require any documents to support the changes he is making? What are these workplace records? Harry should have a policy in place that will be a written statement of to keep the workplace safe and secure for all employees. He should maintain workplace records related to banquet sales, cost control, finances and accounts, front office records, housekeeping,

kitchen stewarding, laundry, p r marketing, sales & marketing, public relations, security, etc. He should circulate a special work order for the staff, asking them to dress in uniform and be punctual. He should clarify the goals for a good performance, objectives of the hotel and ensure that the employees have the right opportunities to provide a good performance.