

Employee's task and responsibilities

[Business](#), [Management](#)



Tasks and Responsibilities of the Manager and Employees at Tim's Coffee Shoppe Managers' Responsibilities Drucker p. 14) emphasizes that management denotes both a "function" and "the people who discharge it." Therefore, being a manager denotes a social position, power, and authority under this particular kind of discipline and field of study. The task of a manager is so precious that the success of the company depends on him or her. Drucker (2012, p. 14) states, "Every failure is a failure of a manager," while every success of the company is also the success of the manager. This is the reason why a company's doomsday is usually associated with mismanagement or the lack of responsive and visionary management at all. Speaking of difficulty and pressures in managing people, Drucker (2012, p. 20) enumerates the manager's responsibilities into five: setting objectives, organizing, motivating and communicating, doing measurement, and developing people. In setting objectives, the manager is the one who determines what the objectives are and how to achieve them. The manager is also an organizer. It is given that a company has various activities, plans, and routines, and it is the task of the manager to divide the activities so they become manageable and come up with an organizational structure as a guide to achieve the company's work and goals. Third, a manager is a good motivator and communicator. Every aspect of work and professional life of his or her employees needs to be addressed by the manager. This will enhance the working relationship of the manager and his employees, thereby increasing the success rate of the company. Drucker (2012) also lists measurement as one of the responsibilities of a manager. This entails providing a measuring stick for each employee in order to assess and

appraise their performance. Lastly, a good manager is responsible for developing his people. In other words, he or she sees the potential in every employee and makes it to the point that this potential will be nurtured and improved in the company. Finding an employee's potential at work is an implication of a responsible manager.

Tim's Responsibilities

Tim as the manager generally manages both the establishment and his employees. He is the person responsible for setting the pace of everyday work. He is in-charge with checking the schedules of his employees by organizing their working schedule. Tim sees to it that everyone keeps track of their shift schedule; otherwise he also implements sanctions to those who are not responsible of their working hours. Moreover, he also manages the day-to-day transaction of the coffee shop by seeing that the employees attend to the needs of customers. Furthermore, Tim also does internal management tasks such as making decisions when to purchase necessary equipments, approve or dismiss leave of absences of employees, among others. Since management entails developing people, Tim is also responsible for assessing the performance of his employees through a performance metric and personal observation. As a result, he can make necessary recommendations whether to promote the staff for the performance or provide trainings to those who need guidance. Tim's responsibilities are actually holistic in nature. In fact, it is also his task to ensure that the capital is safe, especially if he is not the owner, and provide a positive working environment to his employees and implementing appropriate remuneration to deserving employees (Singla, 2010, p. 289). He is not confined to a single task alone because Tim's Coffee Shoppe's success is entirely up to him. Employees'

Responsibilities Tim's employees have varied responsibilities, as well. Koyo Matsui, Michelle Hughes, Maria Posada, Julio Rodriguez, Rosa Abreus, and Eugene Clemens are the coffee servers. They are responsible for greeting the customers upon entry, assuring that the tables are clean, taking the customers' orders and suggesting them new menu in the coffee shop. They have to be available when the customers call them for additional orders or if they have queries about the menu. In terms of work etiquette, coffee servers must come on time and wear appropriate outfit for their job. When the customers leave, it is their responsibility to thank the customers and collect the dishes. Elena Cano, who applied as a manager, shares the same responsibility with Tim. The overall operation of the coffee shop is her job: from assessing employee performance to overseeing the day-to-day business of the shop. She is also responsible for setting goals and thinking of ways on how to achieve them. It is also her responsibility to do outside research of other coffee shops, especially successful ones, in order to meet up the competition by attracting more customers. Lastly, Darryl Pettite is the person next in line to Tim and Elena. He also fulfills the job of the manager because he will become a manager in due time. He can also assist in taking orders when there are no servers available and follows the commands of the manager. His role is fully appreciated especially when the manager is not available.

References Drucker, P. F. (2012). *Management: Tasks, responsibilities, practices*. Oxford: Butterworth-Heinemann. Singla, R. K (2010). *Principles of management*. New Delhi: V. K. India Enterprises.