

# New hire

[Business, Management](#)



New Hire of Affiliation: New Hire Introduction Hiring of new employees is usually every organizations nightmare as they try to get the best possible individual to fill the position. In certain instances, employers hire foreigners to fill certain positions because of the shortage experienced, as is the case in US. Additionally, the increased spread of globalization has contributed significantly towards the increase in the hiring of foreigners. Considering that English is always a second language to most of these new recruits, there is usually a great challenge especially in communication. Based on such a perspective that this paper addresses what entails a foreigner working temporarily as an organization's Customer service Representative.

Abhey Patel in his new temporary employment Dallas Distribution Center as a customer service representative is faced with challenges, most especially that of communication considering that English is his second language. Patel has not mastered a lot of language, despite having enrolled in an ESL night classes. He has therefore, been relying on the assistance his colleagues give to deliver service to customers. Ideally, the position of a customer service representative involves constant communication with clients and hence requires fluency (Lussier & Hendon, 2013). Patel being a smart, bright, and hardworking person, has the potential of working efficiently by himself. He needs to empower himself by establishing a strong belief in his actions and deeds. Patel should take note of all the common tasks he is required to perform then document them. This acts as an orientation, which enables him to master the common information that the customers ask for and the most appropriate responses that his colleagues usually give.

Another thing that Patel should do is to shadow. The best way to learn is to see someone do that which you will be doing later (Lussier & Hendon, 2013).

It is therefore, most appropriate that Patel shadows his colleagues actions and language orientation to enable him master the language faster.

Lifeguard is also a common problem with most of the new hires. New hires should never be dependent on some individuals. It is therefore, necessary that Patel's colleagues ignore him certain times and let his struggle by himself. This will enable him practice that which he learns in the ESL night classes and enable him have a faster mastery of the language. Every individual usually face challenges in their tasks and in the case of Patel, being a foreigner possess greatest challenges in communication. Such individuals require time in order to adjust appropriately. It is therefore, not appropriate for his colleagues to report him to the supervisor or even tell the supervisor that they are the ones assisting Patel in his duties. Being a new employee, Patel requires their assistance as orientation to his new job. The colleagues should therefore, concentrate in ensuring that he delivers quality work to the clients, providing assistance whenever necessary.

Considering that customer service is usually a very sensitive job in an organization, as it tells much about the organization to the clients, Patel's coworkers in helping him and the customers, need to ask questions that are leading towards what the clients wants (Lussier & Hendon, 2013). This acts as a guide to Patel in understanding the needs of the clients and the most appropriate manner in which to respond to their enquiries. This is one of the most important aspects in satisfying customers. Based on Patel's strengths, his coworkers should also direct their questions in line with his strengths in

order to make him more fluent in his communication and writing to the customers.

#### Reference

Lussier, R. N., & Hendon, J. R. (2013). Human resource management: functions, applications, skill development. Thousand Oaks: SAGE Publications.