

# Unit assignment



Taking Responsibility: Customer-First Values Shape Hiring Decisions at Spokesman of Case Study Student Momentary Miller Kaplan University

ABBEY: Human Resources Management – Section Numbering 5 Instructor

Nonprogrammer Paulette Hewlett Month Documentary 2, Years Introduction

This is generally one paragraph. The easiest way to explain this section is to think of it like a brief overview of the topics you will be discussing in your paper. The introductory paragraph is designed to set up the rest of the paper by offering your reader a glimpse of what is to come.

The goal here is to grab your reader's attention and make him/her want to read the rest of the paper. Type your paper in the third person (no I, my, we, you, our, your, etc. ). This paper will go over the ways that Capos, a retail shoe store, does it's hiring. What it could be doing differently and the unique ways they have been able to find the best of the best employees. This will go over what they do, what they should do in the future to help build a stronger foundation and reasons behind these different procedures and policies.

Review/Analysis of the Case

Answer to question #1 with supporting arguments in a minimum of one paragraph. Your response should be written in your own words, using your own thoughts, ideas, and opinions. Include information from the chapter reading assignment and the case study to help support your points. Be sure to let your reader know where you got your supporting information by including a citation afterward. An example of the first citation for your textbook is (Gerhard, Hollowness, None, & Wright, 2009). All subsequent citations of your textbook should end with the parenthetical citation as follows (Gerhard et al. 009). A recruitment policy of needing to have some

sort of knowledge in the retail industry should be a must. Retail has very strenuous hours and compensation may not make them feel as if they are being treated fairly for the work that they do. They should let the hours of operations and maximum hours that could be worked in a single week. It could help weed out uninterested candidates that do not really know what they are getting into with the retail industry. Answer to question #2 with supporting arguments should also be a minimum of one paragraph.

Your response should be written in your own words, using your own thoughts, ideas, and opinions. Include information from the chapter reading assignment and the case study to help support your points. Be sure to let your reader know where you got your supporting information by including a citation afterward. An example of a citation for your textbook, after your first citation, is (Gerhard et al. , 2009). Capos selects 30 candidates from thousands of resumes every month. They begin with an online application that immediately asks them to read their company values.

Successful candidates undergo two interviews, the first usually being a telephonic interview where they are asked typical STAR questions about their experience and skills. About half of the candidates are set up for a second interview that takes place in a room set up to look like a talk show stage. Capo's asks questions about the company's core values, more in depth questions to find out about their honesty and integrity. They are taken to lunch to see which of them are sociable and outgoing. Candidates are even judged on how well they treat the shuttle driver that brings them to the corporate office.

Finally, the candidates are chosen and then these candidates are offered a position, but also offered \$3, 000. 00 for their time to just walk away if they feel as if they are not going to be a good fit with Capos. Capos needs to bring in an assessment test that is filled out during the initial application process. This will help with judging their knowledge of the industry, their integrity, and honesty. Capos would benefit from this by saving time and money with bringing candidates out to the corporate office and realizing they just were not going to fit in the first place.

Capos meets the reliable, valid, generalized, practical and legal criteria by asking proper interview questions, allowing them the choice to stay or leave with \$3000. 0 if they feel they are not going to be a good fit, and making the workplace a fun environment that helps the employees feel like family.

Capos can measure the success of their selection methods by merely taking surveys from random employees at all of their stores. They could also have surveys handed out during the final step of the interview process and also check their own business on [www. Glissando. Com](http://www.Glissando.Com) for possible issues with the company internally.

Glass door is wonderful site that can be brought up in order to see what the interview process Intel's, the way employees are treated, salaries etc. All subsequent questions should be addressed in a similar manner as the example questions above until all questions in the assignment have been answered fully. Summary and Conclusions This is generally one paragraph. The easiest way to explain this section is to think of it like a closure for the topics you discussed in your paper. The concluding paragraph is designed to wrap up the paper by offering your reader review of what he/she just read.