

Carter cleaning essay



**ASSIGN
BUSTER**

Honesting testing at carter cleaning company.

Questions and Answers.

1. What would be the advantages and disadvantages to Jennifer's company of routinely administering honest tests to all its employees? Polygraph testing raises a large number of legal and moral issues; issues Carter Cleaning must avoid. Using some of the available "paper and pencil" honesty tests may be a possibility. In general, these have been shown to be reasonably reliable and valid. They are still controversial. The costs associated with these tests may also make them prohibitive to a small operation like Jennifers carter cleaning.

2. Specifically, what other screening techniques could the company use to screen out theft-prone employees? How exactly could these techniques be used?

More thorough background checks are a recommend technique to eliminate thieves. Some firms chose to contract this out to a private security agency. Cost may be an issue to Jennifer. However, the company can quickly check to see if savings from reduced theft would offset the cost of an outside agency. As part of the job preview, Carter must communicate that jobs in her company are worth keeping; dishonesty and theft will not be tolerated. Further company policies regarding theft should be clearly communicated to new and existing employees.

3. How should her company terminate employees caught stealing and what kind of procedure should be set up for handling reference calls about these employees when they go to other companies looking for jobs?

Terminating employees for theft should include the involvement of proper authorities and should only be done when there is absolute proof of the theft and who committed it. Such an action will also send a message to the other employees that you will not tolerate theft of company resources . While many employers are reluctant to prosecute employees for theft , developing evidence with police and through the courts can be beneficial in providing future employers of the individual with truthful and factual information.

THE BETTER INTERVIEW

Questions and Answers

1. In general, what can Jen do to improve her employee interviewing practices? Should she develop interview forms that list questions for management and non-management jobs, and if so what form should these take and what questions should be included? Should she initiate a computer-based interview approach, and if so why and specifically, how?

The company has an inadequate, unstructured way of interviewing and hiring. One solution students could suggest is to utilize a structured interview guide as a tool that managers could use to improve their interviewing practices. Have students brainstorm a list of questions to be included in the structured interview guide. A computer-based approach is also a possibility,

students should explore the pros and cons of this given the nature of the organization and weigh the cost/benefit of utilization of this technology.

2. If she implements a training program for her managers, and if so, specifically what should be the content of such an interview training program? In other words, if she did decide to start training her management people to be better interviewers, what should she tell them and how should she tell it to them?

The answer to this question is yes, a training program should be designed and delivered. Designing and conducting interview effective interviews, including training in preparation, utilization of a structured interview process, and interviewing techniques should be put to use. She should educate managers in the potential pitfalls that come up in the interviewing process, and provide opportunity for practice with mock interviews in the training session so that managers get an opportunity to use the skills they learn and become comfortable with the process.