

# Case scenario: fictitious business description



**ASSIGN  
BUSTER**

## Case Scenario: Fictitious Business Case Scenario: Fictitious Business

**BUSINESS ASSESSMENT:** Case facts reveal that “ Castle’s Family Restaurant has eight restaurants in the Northern California area with approximately 300-340 employees”. In this regard, it is classified as a micro family enterprise under service type focusing on food retail. Generally, the Small Business Administration (SBA) classifies the size of a business depending on either the number of employees or average annual receipts with the average number of employees of 500 is needed to be classified as small business (Small Business Administration, N. D.). Further, since case facts stipulate that only 40% are full-time employees, the more that the business could not be classified as a small business. As a restaurant, the Castle’s Family Restaurant is being governed by the National Restaurant Association where their official website reveals that “ today's restaurant industry is growing rapidly. It employs 12. 8 million Americans in 960, 000 locations — and 2010 sales are expected to reach \$604 billion” (National Restaurant Association, 2011, par. 2). In this regard, the restaurant industry exhibiting an increasingly growing trend manifests increased competition and reportedly employing approximately 9% of the nation’s population (National Restaurant Association, 2011). The statistics indicate the working in a restaurant provides a highly professional environment given the high quality of service expected from the personnel who must adhere to standards imposed by their career. **IDENTIFIED PROBLEMS:** The operations manager, Jay Morgan, was reported to assume the role of a Human Resources (HR) manager and thereby requires him to travel regularly to each of the eight restaurant locations. As the HR manager, it was indicated that included among his scope of responsibilities are scheduling, recruiting, hiring, and answering

<https://assignbuster.com/case-scenario-fictitious-business-description/>

questions for the employees. In addition, he is expected to take care of payroll using an Excel spreadsheet and has a computer application to print payroll checks. In this capacity, there are increased transportation expenses and the time spent for travel is deemed troublesome and tedious. As noted, even payroll which is not generally included as an HR function was part of Mr. Morgan's responsibilities. The functions of HR should only focus on job organization, acquisition (recruitment), maintenance and development of human resources. In this also acts as the HR manager and travels to each location each week to take care of regard, by relegating the responsibility of payroll to the accounting department, Mr. Morgan would be relieved of this task.

**HRIS NEEDS ASSESSMENT** An HRIS is deemed as crucial for Castle's Family Restaurant to facilitate the processing of human resources requirements. According to Aaronson (2010), "HRIS packages provide businesses with a means by which they can keep track of their human resources needs, and fulfill those needs in a cost- and time-efficient manner" (par. 1). Due to the number of different locations for its branches, and the number of employees that need to be monitored and maintained, the organization would be assisted by professionalizing the HR function through maintenance of a database that would "store basic employee information (such as personal details, company role, salary etc), as well as information regarding benefits administration, payroll and an almost limitless range of other aspects of human resources" (Aaronson, 2010, par. 2). As payroll would be addressed by the system, Mr. Morgan's dilemma would be addressed. By installing and administering an HRIS system that caters to the needs of the restaurant, the profile and performance of each employee is supported, monitored and maintained, eliminating tendencies to by-pass

<https://assignbuster.com/case-scenario-fictitious-business-description/>

exemplary performance of one or two employees in any branch locations. It would also eliminate the need to travel as frequently as indicated resulting to cost savings for the company. References Aaronson, J. (2010). What is HRIS and Why is it Important? Retrieved July 12, 2011, from About Employee Benefits: [http://www. aboutemployeebenefits. co. uk/what-hris-why- important. html](http://www.aboutemployeebenefits.co.uk/what-hris-why-important.html) National Restaurant Association. (2011). About Us. Retrieved July 12, 2011, from [http://www. restaurant. org/aboutus/](http://www.restaurant.org/aboutus/) Small Business Administration. (N. D.). Summary of Size Standards by Industry. Retrieved July 12, 2011, from [http://www. sba. gov/content/summary-size-standards- industry](http://www.sba.gov/content/summary-size-standards-industry)