



BRENTWOOD
OPEN LEARNING COLLEGE

Assignment Cover Sheet

Student Name:	Stephanie Zainab Dhliwayo
Student Number:	23286
Course:	Hotel Management
Assignment NO:	4

Marking Criteria:

We expect the learners to write minimum one well expressed point in three lines against each allocated mark. This means one needs to write 15 lines with 5 well expressed points to get high grades for a 5 marks question.

For high grades use examples and illustrations where appropriate.

Recruitment and Selection

Assessment #4

1. I) The people most suitable for working in the hospitality industry are those with a welcoming personality and the drive to deliver great service.
II) Before starting the recruitment process, it is important for a manager to consider what exactly the required job entails, what the person hired will be expected to do and which type of person will be able to perform the desired job exceptionally.
iii) Flexible employees are those that can be called on during busy or hectic times when more aid is required to perform certain tasks due to the higher demand of services did to the influx of clientele.
iv) The factors that affect the market labour supply are; the levels of unemployment around, the higher the unemployment rate the easier it will be to recruit staff and vice versa. The number of people available to be hired in certain areas differ as it is mostly younger people with flexible schedules that are okay with working around the hotel industries flexible schedules as well as the type of jobs required to be done, it tends to be easier to hire people for jobs that are not considered to be too hard or tough to perform. Distance between where people stay and the location of the company hiring plays a vital role as to whether people will accept the position especially if transportation is not included in the package alongside whether the

hiring company is flexible to fit the working shifts into the potential employees schedule as some of them might still be in school part time, be it college, university or secondary school.

v) It is important to specify what exactly the advertised job is about as well as stating who the direct supervisor will be. It is important to also explain who the new recruit will be supervising and also making certain the importance of having positive relations with other staff members regardless of the position they hold. The specifics of what the job entails needs to be outlined so that the potential employee will know what is expected of them as well as letting them know of the occasional tasks that might need to be done. Boundaries of what the new employee can and cannot do needs to be stated in the job description as well to avoid any mishaps or miscommunication in the near future.

vi) Internal sources of applicants are people that can potentially be hired for a position that are already linked to the organisation in one way or another i.e advertising a promotion for the vacancy, letting the current part time staff know of the vacancy and that will motivate them to work harder to prove that they have what it takes to perform the job satisfactorily. The staff can also aid the company recruit a new employee by spreading the word of the job vacancy to their inner circles like friends and family. Notices and posters for the job vacancy within the company are a good visual representation of the job vacancy as even clientele can share the information with people they know might be interested in the job or even apply themselves. Going through applications that were sent during prior applications for other posts could also be a way of finding the desired candidate.

vii) The candidates name, gender, age, address, educational training information, past work experience, personal interests/hobbies as well as information for references should be included in the job application form.

vii) The importance of induction programme in the hospitality industry is that it is a vital way to make the new employee feel welcome and also gives them a direction and flow to work in and also improves communication as it gives the employee the freedom and confidence to ask questions where not sure. The job to be done tends to also go smoothly as the new employee grasps information on how to do things quicker with the constant direction and guidance.

2. The advantages of a one to one interview is that the process is pretty quick as only one manager is in charge of the process and the other managers are able to go about with other tasks however, this leaves a lot of room for little bits of information that may be missed as the manager may not have noticed and it is also easy to let personal prejudices get in the way whereas with more than one interview the process is much longer, more time consuming and expensive both management and the potential employee as during the initial interviews a short list is created and on a different day the selected candidates are asked to come though for a second round of interviews. The reason for the process being long is so that the company is sure of the person they are planning to hire and the position is normally one that requires great skill or is for a management position.

Activity

A) Hotel Front Desk Clerk Needed!

Job Description

- The front desk clerk will be responsible for welcoming guests in a friendly and professional manner
- Attending to guests queries as soon as possible whilst being courteous with responses and answering queries adequately
- Confident with booking systems in order to deal with room reservations to efficiently check in and check out guests.
- Using adequate procedures when handling payments either with cash or card and foreign currency
- Ensuring responsibility over cash float during your shift and ensure that all accounts balance at the end of your shift
- To perform other duties or responsibilities when assigned by management
- To have effective communication lines with the rest of the front of house team

B) I would use the local newspaper as a advertising platform as that would enable the company to reach a large audience of potential employees. Another form of advertising would be through posters and notices which could be put up all around af places where people normally go to i.e. Coffee shops, supermarket windows or even local pubs/clubs.

Student Statement:

By submitting this assignment, I confirm that this is my own work.

Student Signature	Stephanie Dhliwayo	Date	
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For Tutor / Assessor Use Only

Total Marks	
Marks Obtained	
Percentage / Grade	