**HUMAN RESOURCES**

**NAME: SIDHARTH MODI**

**STUDENT ID: 99160446**

**SUBJECT CODE: AMHR633**

**CHOSEN ORGANISATION: GRAND MERCURE**

**(AUCKLAND)**

**WORD COUNT: 2694**

**LECTURER’S NAME: JOY KUHNS**

**SECTION ONE**

**Recruitment Methods**

1

**Job Title-** Food and Beverage Supervisor

**Organisation-** Grand Mercure, Auckland

**Website-** [http://www.accorhotels.com/gb/hotel-1721-mercure-auckland/index.shtml#](http://www.accorhotels.com/gb/hotel-1721-mercure-auckland/index.shtml)**!**

Three specific methods I will use to recruit for the above job are as follows:

* Internal sources
* External sources
* References

**Internal Sources:**

I have chosen this method because it involves recruiting candidates within an organisation to fill the vacancy. Unlike external sources, companies fill the positions through references of internal employees or current employee promotions to higher position.

Internal advertisements such as emails, newsletters, forms and word of mouth and promotions and internal employee referrals, retired employees for temporary or contract positions, etc. are the methods of internal sources for recruiting.

Advantages of internal sources of recruitment are that these are less time consuming and no cost is there, there is no need of training, builds a strong relationship with the employees, motivates other to do hard work to get higher positions and long stay of employees in the company when promoted to higher positions (“Types of Recruitment,” n.d.)

**External Sources:**

I have chosen this method because it involves recruiting a candidate through references, networks, job portals or they may approach recruitment agencies. In order to compete with other companies and increase their standard, employers hunt for best talents working for other top companies.

Advertisements in newspapers/websites, job portals ([www.seek.co.nz](http://www.seek.co.nz) , [www.trademe.co.nz](http://www.trademe.co.nz) , [www.careers.govt.nz](http://www.careers.govt.nz) ), internal and external employee referrals, recruitment agencies and campus placements are the methods of external sources for recruiting.

Advantages of external sources for recruitment are that it creates opportunities for external employees, cost of employees can be minimised, increase in the selection ratio, less chances of partiality and able to recruit the people with skills that are needed (“Types of Recruitment,” n.d.)

**References:**

I have chosen this method of recruitment as the applicants provide the names and phone numbers of former employers or others who can vouch for their abilities and past job performance. However, these people should not be contacted until the applicant gives the permission. When the permission is given it is good practice not to ring the direct number if given but to ring the main number, ask for the person named and what their job title is (Noe, Hollenbeck, Gerhart, & Wright, 2013, p. 157)

2

**Employer Branding:**

Employer branding is the process of promoting a company, or an organisation, as the employer of choice to a desired target group, one which a company needs and wants to recruit and retain. The process facilitates the company’s ability in attracting, recruiting and retaining ideal employees – referred to as Top Talent in recruitment – and helps secure the achievement of the company’s business plan (“What Is Employer Branding? | Universum Global,” n.d.)

**Benefits of Employer Branding:**

* A strong employer brand can help your organization stand out. With the shift to fragmented workforces of small and mid-sized businesses, it can be challenging to recruit and retain employees, if you don’t have a consistent employer brand.
* A great employer brand can help you stand out, even when you don’t have the resources to offer traditional benefits or salaries. Many people prefer to work for employers aligned with their values. A great employer brand can help you become an employer of choice.
* Positioning your employer brand helps you attract and retain people who “fit” (“Benefits of employer branding | Blog,” n.d.)

Accor Hotels is a multinational brand which is made of approximately 3700 hotels around 95 countries all over the world.  Accor hotels offers several types of accommodations keeping all sorts of customers in their mind from economy brands, mid- scale brands, upscale brands to luxury brands.

There are various types of links which are available on Accor's website's job webpage which encourages the current and potential candidates to apply for the suitable role and also gives them opportunity to be a part of the Accor Brand:-

* Our latest Vacancies: Our latest vacancies section displays all the jobs which are ready to fill from all over the world and it gives great opportunity to all the potential candidates who are willing to be a part of this brand.
* Submit my resume: This link encourages all the candidates to click this link and submit their resume so that Human resources department can get in touch with them to find them a suitable role to help them achieve their goal.
* Accor hotels jobs on mobile:  This link on accor's jobs webpage provides a mobile readable code so that anyone who is willing to be a part of Accor's group can download the application on their mobile to keep track of upcoming jobs.

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**Position Name:** Food and Beverage Supervisor

|  |  |
| --- | --- |
| Requirement (Knowledge, Skills and Abilities) | Weightage (Out of 100) |
| Communication Skills | 80/100 |
| Leadership skills | 70/100 |
| Ability to resolve problems and conflicts, and can work under pressure efficiently | 90/100 |

**Justification:**

* I have given 80/100 weightage to the communication skills because to work in the hospitality sector one should have excellent communication skills as the there are many guests to entertain who are from different countries and if a person does not have a good communication skills then it will be difficult for a person to serve the guests properly.
* I have given 70/100 weightage to leadership skills because one must be a good leader to supervise the huge staff of a hotel who listens to him and work according to the duties he/she assigns to the staff. If the duties and tasks are not performed within the given frame time then that means he/she is not a good leader.
* I have given 90/100 weightage to another skill because a person should have the ability to resolve conflicts within the staff for the smooth working of the business and also has the ability to work under pressure.

**SECTION TWO**

**Selection Methods**

1

The three selection methods which are suitable for the chosen job are :

* Application forms and CV’s
* Background checks
* Interviews

Application forms, CV's, Interviews, Background checks can tell the history of a candidate’s workplace, skills, education and moreover about themselves.

Nowadays all the Application forms, CV's, Interviews, Background checks are done in a very professional manner and all the candidates put their best foot forward whether it is their first job or they are about to achieve their dream job.

2

**Job Link:** <https://www.seek.co.nz/job/33128585?type=standout&tier=no_tier&pos=6&whereid=3001&userqueryid=4a14f59d0f3617adf1c0a530284a1738-2396133&ref=beta>

Each of the above selection methods are appropriate for the chosen job because they are inexpensive methods and will provide relevant information for the applicants applying for the above job. by using these selection methods, the employer can choose the right person who fits for the job.

**Difficulties:**

**Application Forms and CV's:**

There are number of problems and challenges which a Human Recourses department may face while recruiting through an application forms/CV's.

- Filtering Application forms/CV's: Generally, Application forms and CV's are very precise and sometimes candidates can find it very hard to fill all the information regarding their skills, relevant qualification as well as describing themselves which can make things more difficult in recruitment process because sometimes the best candidate for that job with the right skill set may not have the most appealing application form/ CV.

- Genuine Candidate: It can be very challenging for a Human resources department to cross check the information from all the candidate's past employment and decide whether the candidate is genuine or not.

- Information Management: Preserving all the information and keeping record of all the candidates who have gone through the interview process can be very difficult and sometimes Human resources Department can make mistakes in recording the correct information in their database which can lead to confusions and conflicting information.

**Background checks:**

Background checks is the final round where Human resources department cross check with a candidates previous employer if they had any particular issues with the candidate who they are about to recruit for the position.

There are number of problems and challenges which a Human resources department may face while doing the background checks:

-  References: Reference check can be very challenging because sometime when an employee leaves a job then sometimes the relationship with the employer becomes sour even though that employee has always done the right thing in the past employment. This can turn out to be a bad reference and it can be difficult for Human resources department to identify why has the selected candidate did not pass the reference check round.

- Fake referees: Candidates can also provide fake referees which can become a problem for Human resources department if they get hired by the organisation and effect that organisation's reputation.

**Interviews:**

Interview plays the most important and crucial part in the recruitment process and help the organisation to choose the best candidate to perform the job.

There are number of problems and challenges which a Human resources department may face while recruiting through the interview process.

- Talks the talk but does not walk the walk:  It can be very difficult for the Human resources department to decide that the candidate who is great at selling their skills at the interview process is the one who will be best at when it comes to performing that job.

- Non english Background: It is the biggest challenge for the human resources department to recruit a person form the non english background to try and keep all sorts of people employed to maintain the diversity in the organisation.

-Challenging/Difficult Situations: It can be very difficult to judge a candidates capability through the Challenging/Difficult situation scenarios as everyone is not very good at describing the situations.

3

**Criterion-related validity:**

It is a measure of validity based on showing a substantial correlation between test scores and job performance scores.

Two kinds of research are possible for arriving at criterion-related validity:

* Predictive validation: This research uses the test scores of all applicants and looks for a relationship between the scores and future performance. The researcher administers the tests, waits a set period of time, and then measures the performance of the applicants who were hired.
* Concurrent validation: This type of research administers a test to people who currently hold a job, then compares their scores to existing measures of job performance. If the people who score highest on the test also do better on the job, the test is assumed to be valid.

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**Two Specific Tests:**

* Drug Testing: Testing can be a legitimate requirement for a safety- sensitive role or environment. This test searches for hints of medications in the body utilising tests of pee, breath, hair, spit or sweat. Drug test identify whether you are affected by liquor or whether you have taken medications as of late. This test also helps in determining whether a person is suitable to do the work or not.
* Personality Tests: Personality tests assess the degree to which a person has certain traits or dispositions or predict the likelihood that a person will engage in certain

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**Difficulties in Specific Tests:**

* Drug Testing: Drug tests can’t tell that how much drug was used and when it was used. This test also doesn’t tell about any impairement except alcohol breath tests.
* Personality tests: the difficulty with this kind of test is that no one can determine that who you are as it is very difficult to judge.

6

I will perform a criminal check on a job applicant to check whether the person I will be hiring at my place has ever been convicted of an offence in the past or not. If he/she is previously convicted of any offence then I should have the information about the offence he/she was convicted in and how serious was the offence was. After that I will decide whether to hire that person or not.

It is compliant with the Human Rights Act.it is compliant because it has been mentioned in the A-Z Pre-Employment Guide for employers and employees by the human rights commission New Zealand that if a job applicant is convicted of any offence he/she Has committed then the employer must have the information about that offence and the convictions.

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**Dress Code:**

As I am making this assignment for the position of Food and Beverage Supervisor, it itself tells that the position is related to the people working in the hospitality sector which means hotels, restaurants and cafes. So, there is no point of asking questions to a job applicant regarding the dress code for the position as every hotel, restaurant and a café has its own dress code which has to be followed by the people working in this sector (New Zealand. Human Rights Commission, issuing body, 2016, p. 13)

**Mental Health:**

No, I will not ask a job applicant applying for the position above mentioned any questions relating to the mental health of the applicant as this term is a part of the definition of disability, which is one of the grounds of discrimination prohibited by the act. If a question regarding the mental health/illness is asked from the applicant, he/she fells discriminated (New Zealand. Human Rights Commission, issuing body, 2016, p. 29)

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**Bereavement Leave:**

Bereavement leave is a special kind of paid leave that all employees who meet certain criteria can use is someone close to them dies.

As an employer, I have an obligation to pay bereavement leave to Kiri but not for the requested three days but for 1 day paid leave as Kiri suffers bereavement outside the immediate family, I (employer) should take into consideration some points under the Holidays Act 2003:

* How close the Kiri’s association with her distant cousin was
* Whether Kiri is responsible for aspects of the ceremonies around the death
* Whether Kiri has cultural responsibilities she must fulfil in respect of her cousin’s death (“Bereavement leave > Employment New Zealand,” n.d.)

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(a)

* **Behavioural:** it is a structured interview in which the interviewer asks the candidate to describe how he or she handed a type of situation in the past. Questions about the candidate’s actual experiences tend to have the highest validity.
* **Situational:** it is structured interview in which the interviewer describes a situation that is likely to arise on the ob and then asks the candidate what he or she would do in that situation. This type of interview may have a high validity in predicting job performance (Noe, Hollenbeck, Gerhart, & Wright, 2013, p. 164)

(b)

**Two behaviour based interview questions:**

* Describe any time when u faced an unhappy customer in the past?
* Tell me any time in which you wish you could handle a situation differentway then your colleague?

(c)

**Two criteria:**

* Problem solving skills
* Team leader skills

**References:**

1 Types of Recruitment. (n.d.). Retrieved from <https://www.slideshare.net/bharat_headhunters/types-of-recruitment>

2 Noe, R. A., Hollenbeck, J. R., Gerhart, B. A., & Wright, P. M. (2013). Selecting Employees and Placing them in Jobs. In Human resource management in Practice (p. 157). New York, NY: McGraw-Hill Education.

3 What Is Employer Branding? | Universum Global, (n.d.). Retrieved from <http://universumglobal.com/articles/2014/03/what-is-employer-branding/>

4 Benefits of employer branding | Blog. (n.d.). Retrieved from <https://www.bcjobs.ca/blog/benefits-of-employer-branding/>

5 New Zealand. Human Rights Commission, issuing body. (2016). The A-Z pre-employment guide for employers and employees.

6 Bereavement leave > Employment New Zealand. (n.d.). Retrieved from <https://www.employment.govt.nz/leave-and-holidays/bereavement-leave/>

7 Noe, R. A., Hollenbeck, J. R., Gerhart, B. A., & Wright, P. M. (2013). Selecting Employees and Placing them in Jobs. In Human resource management in Practice (p. 164). New York, NY: McGraw-Hill Education

Date……………………………………….

**JOB DESCRIPTION**

Job Title: Food and Beverage Supervisor

Reporting Relationships: Food and Beverage Manager

Department: Food and Beverage Department

Location: Grand Mercure, Auckland

**JOB PURPOSE SUMMARY:**

Assisting Food and Beverage manager with daily operations of the restaurants. Train and develop the frontline employees.

**ESSENTIAL FUNCTIONS AND DUTIES:**

* Assist Food and Beverage manager with daily operation and smooth efficient running of restaurants and conferencing outlets
* Coordinate with the Food and Beverage attendants to deliver good guest service
* Writing of rosters

**Knowledge, Skills and Abilities:**

* Ability to lead a team
* Excellent communication skills
* Customer service skills
* Work experience
* Experience with micros PMS system