HUMAN RESOURCES

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STUDENT ID: 99160446

SUBJECT CODE: AMHR633

ASSIGNMENT TWO

LECTURER’S NAME: JOY KUHNS

WORD COUNT: 3824

JOB TITLE: FOOD AND BEVERAGE SUPERVISOR

COMPANY NAME: GRAND MERCURE HOTEL

(AUCKLAND)

**Section One**

1. Hiring new workforce in an organization calls for different measures to be put into consideration such that they are all great to the collective objective of the firm. Induction program based on cultural fit entails recruitment of employees who will entirely support the culture of the organization, its ethos and help push the organization towards achieving its future goals (Geraghty, 2016). As the food and beverage supervisor in Grand Mercure Auckland's, recruiting new employees will also be a subject of the organization's competitive advantage which is a prerequisite to ensuring the best workforce is induced in different job positions. Due to this fact, the organization will make sure that the workforce induced will consist of diverse cultures, which consists of different approaches to problem-solving and with an extra added advantage of experience. Diversity is important in customers’ service-satisfaction. This will help realize customer experience, and it can add more innovative skills which will lead to increased trust from the customer base.

The induction program will also be influenced by the organization's competitive advantage in that the time spend to catch up with the duties of new recruits is reduced. The time taken to be well oriented with the job description an employee is allocated can be reduced by the use of new technology. Provision of organization's documents, having available startup apps on the organization's website and or use of advertising videos, is a way which will help orient new employees to the culture of the company and the new work environment.

Employees being hired should be ready to follow and adhere to the virtues, culture and the values of the organization. This will be a milestone in ensuring that our goals and objectives are achievable. Values of our organization include honesty, integrity, and excellent customer service. Therefore, new recruits being inducted will be needed to possess these values, because those who are not honest to the management of the organization and other members will be excluded.

1. An induction program will also be drafted which will elaborate the roles of new employees and welcome them to the Grand Mercure Auckland. The program will include a general orientation to the staff and next manager, and a follow-up orientation to ensure work progress is running smoothly. The program also helps to integrate the recruits with the organization and the rest of the staff. The follow up will be done through talks, guidance and counseling sessions. The program will be as outlined below.

Week 1

* Giving legal requirements to the specific supervisor. The requirements will be on health and safety training. Examples of health requirements include being tested for any infections, physical examination and being hygienically upright. Maintaining cleanliness in the food and beverage department will also be obligatory and will ensure that quality service is being achieved.
* Regulatory requirements for the recruits to ensure a schedule is designed on how work process will be conducted within the department.
* Introduction to terms and conditions of the company and those of the food and beverage department.
* –––Basic introduction to Grand Mercure Auckland and how food and beverage department fits in towards achieving company's goals and objectives.
* A tour in the entire building with guidance from the supervisor or any other person with knowledge of the building.
* Setting up of payrolls for the new recruits.
* Introduction to key members of staff based on their position and job descriptions.
* Training on the specific job-role to achieve the required knowledge of how things in the food and beverage department are run and operated.
* Supervisory arrangements where recruits will be assigned to people they should consult in case of a problem or when issues arise in the company.

Week 2

* Follow up orientation by the supervisor on job progress and how the change in environment affects recruit's performance. This will either be done through talks with the recruits, guidance, and counseling.

This program will be intended to help bring out the best performance and quality service to clients and our esteemed customers.

**Section Two**

Many of the new recruits do not understand the need for quality customer service which in return has resulted in poor service rating by review companies.

1. Training Needs Analysis (TNA) is a systematic process which is used to help understand training requirements. It is conducted in three different stages, i.e., level of organization, individual and the specific job being done.

2. A needs analysis has various components which include organization's needs, personal needs and the needs of the job.

The organizational needs aim at knowing what the organization requires for its success and help achieve its goals. TNA provides the specific needs of an organization and what it requires from the workers and clients. At the Grand Mercure Auckland, vital needs like maintaining quality and excellent service to customers, cleanliness, and production of quality food and beverages. On the component of personal need, the newly recruited members have to market the organization to customers and embrace its culture. This entity will help in maintaining a positive attitude within the workforce. The final component of TNA is the job needs. This component aims to define the specific role which the new recruits will be assigned. Understanding the job description will positively impact on the forward progress of the company, ensuring that our goals and objectives are achieved and still focus on future improvement and innovations.

Considering the three components helps to solve the training need where many employees do not understand the need for excellent customer service. The organization's code of conduct during the training program will help new recruits to be conversant with the quality of services needed, hygiene standards to be maintained, and understanding and be upholding the culture and values of the organization. Personal need component will also help recruits to adapt to the new environment, staff and regulations. This will, therefore, orient them to know what is required of them towards achieving organization's goals, maintaining its culture and marketing it to customers. The job/task needs in relation to the intended training will help shape the recruits in aspects that relate to the role they will play in the department. It will address the issues of what they will be required to accomplish to push the organization towards achieving its goal, offering excellent and quality customer service.

3. In training sessions, the trainee should understand what is being trained. Intended outcomes must then be drafted which the recruits must attain. Examples of intended outcomes which the training will seek to achieve are as shown below.

The main outcome should be client satisfaction. New recruits will be needed to demonstrate a professional relationship with other external customers, and the internal staff. At the end of the training, new employees will be supposed to apply the principles of excellent customer service both externally and internally.

Another outcome of the training will be in the sales and marketing area, where recruits will be needed to contribute to marketing effectiveness and improve on the success of sales operations. They should be able to describe key marketing elements, describe the importance of promotions and advertisement plans, and also be able to describe the main principles of hospitality fully. They will also be expected to demonstrate effective interpersonal skills in marketing and presentation skills. They will also be expected to demonstrate phone etiquette, improved selling skills, and upselling processes.

4. Content that will be included in the training program to achieve the outcomes stated above in 3 will be as follows;

* Training on how to achieve excellent and professional customer relationship and service both internally and externally.
* Training on the key elements of making a viable marketing plan, to improve the sales of our services and products.
* Training on the principles of customer service, effective communication skills and different cultural attributes, including those of the organization and those of customers.
* Training on the criteria used during sales and marketing. Learning on the effective marketing strategies and successful sales operations
* Training on the important market key elements and learn the importance of advertisements and promotions of the goods and services provided.
* Training on how to improve sales, and upselling processes by improving on the interpersonal skill and telephone conversations.

5. There are different training methods which are used in organizations to ensure the induction process is achievable and a successful one. Two appropriate training methods which can be used to achieve the outcomes above are;

(a) Interactive training technique. This is a method which entails keeping new employees engaged, and thus making them more receptive to new information (Jason 2015). This method includes conducting group discussion, which helps in exchange of information between those who have had knowledgeable experience and the new ones. Use of demonstrative tools to showcase the main steps in marketing plans, how to achieve excellent sales outcomes, and customer service is a major way to impact knowledge to new recruits. This method also uses question and answer methods, use of case studies, role playing and administering different quizzes. This enables participants to enjoy the process of training and at the same time achieve the main goals of the training program.

(b) Experimental training is also another method which will enable to achieve the above-stated training outcomes. This method mainly focuses on the needs of Tue recruit, and thus the supervisor or the manager is responsible for helping coach new members get well oriented to their specific role in the company. Therefore this method will be used to help the recruits gain the required knowledge and experience of how sales are perfectly achieved and how to make profitable promotions and advertisements. New business procedures like maximization of profits and sales also require an application of this training method which ensures the coach explains on the new approaches and on how to achieve them. Experienced employees are also expected to coach the new employees in their new roles, which enables them to fit into the new environment and help in improving its performance.

6. As the supervisor in the Grand Mercure Auckland, there are several safety and health requirements which should be mandatory to help in within the department of food and beverages. An example of health and safety requirement is to be familiar with New Zealand food safety regulations, which include Food Act, regulation, and production safety. Liquor licensing and distribution should also be mandatory to ensure quality services are provided.

The learning outcomes for the health and safety training should be identified health and safety issues, identify the responsibility of employees and managers in ensuring the safety of customers and describe proper use and storage of food and beverage products. They should also be able to describe appropriate actions in cases of emergency situations like bombs, fire or emergency evacuation of customers and staff.

**Section Three**

1. According to WorkSafe (2016), a typical hazard in any workplace is something which has the potential of harming a person. Examples of these hazards from Worksafe are, fall injuries which can be caused by spills on the floor, improper footwear and unleveled ground. Poor workplace housekeeping and unmaintained floors can also lead to fall injuries. Another hazard is harm from dangerous UV rays from the sun during outdoor activities and unhealthy nutrition at a workplace.

Fall injuries can be considered a workplace hazard because they can lead to breakage of bones, or body parts, inflicting physical injuries to the victim or even cause death. Harmful UV rays during outdoor activities can cause harm to the skin of workers if protection attire is not provided. They can also lead to sunburns and damage of skin color. Unhealthy nutrition is considered a hazard because it can lead to infections.

1. Working as the supervisor in the food and beverage department will also be accompanied by various work hazards like any other workplace. These hazards could be thermal burns from cooking vessels the electric cooker, car accidents from delivery vehicles and cut and wounds from cutting knives. In the food and beverage department, thermal burns are a frequent occurrence and thus has to be avoided at all costs. Electronic vessels due to malfunction or poor handling can cause severe burns which pose a danger to the health status of employees (Schmidt 2017). Thus training on safety measures and how to handle these vessels is vital to ensure the safety of the staff.

During delivery of food and drinks, car accidents may occur. They can be due to poor driving qualifications, mismanaged roads, or due to mechanical problems of the vehicle. Thus checkups and vehicle maintenance should be performed to minimize car accidents during delivery. Cutleries which are used for cutting, serving and eating food are also hazardous in this department. In Grand Mercure Auckland, health and safety of workers is our priority. This, therefore, has led to the drafting of ideas which help involve our employees in good health and security. The best solution to ensuring safety in our department is by devising a draft chart which has all dangers which can take place in this department. After listing the probable risks, a list of ways on how to avoid these hazards and measures should be provided. All dangerous utilities in the working area should be labeled to help those who are not conversant take caution while handling them. Regulations should also be set, to cater for those involved in accidents and ways of how to help them recover and avoid future occurrences. The Health and Safety at Work Act of 2015 in New Zealand, is a law which was enacted to define the responsibilities, rights, and duties of employees, customers, and employers in their workplace. Everyone must take responsibility for the tools and machinery they use, the environment they work in and the role they take part in to ensure a better working condition and safety is attained.

**Section Four**

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| **Risk assessment made by:**  **Name:**  **Position:**  **Date of assessment:**  **Signature:** | **Assessment reviewed by:**  **Name:**  **Position:**  **Date of assessment:**  **Signature:** |
| **Scheduled date for next assessment:** | |
| *Describe the subject of this assessment(e.g. work area, tools, activity process and equipment):*  The main activity in the food and beverage department in Grand Mercure Auckland is dealing with food delivery, preparation, and serving. Receiving of drinks from distribution companies, packing them in stores and retrieving them during serving. Mostly the work area is in the kitchen, dining areas, stores, and outside in cases of outside catering. The tools which employees in this department work with include cutleries, bottles, can openers, fridges, trolleys, electric cookers and even machinery like generators and delivery vehicles. | |
| *What are the known or possible hazards?*  Stressful and hazardous work environment in the food and beverage department leads to employees having bruised knuckles, cuts, which are caused by the demanding workplace. The hot, noisy and fast paced environment leads to this. Strains and sprains resulting from rugged doors, spills, knives, hot water, misplaced containers, and utensils. Occupational illnesses and health problems like skin diseases, poisoning, respiratory infections and disease from other physical agents are also hazards in the department. Cuts, amputations, and sounds from knives, poor material handling and misuse of chemicals is also another hazard. | |
| *Who is exposed to these hazards?*  Employees in this department are at the greatest risk of these hazards because they are in direct contact with them most of the time. Other staff members who access the stores, kitchen and the operating areas are also at risk in case of misplaced equipment or poor handling. Customers are also at risk of falling injuries due to poor floors of from spills on floors. During serving, customers may also handle cutting knives without care leading to deep cuts and wounds. | |
| *What could happen? How serious could any consequences be?*  These hazards pose great danger and risk to employers, employees and even the customers. In the case of fall injuries caused by poor floor cover, spills, misplaced equipment, and tools, they could lead to broken bones and body parts, destruction of tools and equipment, lifetime disorders or even loss of a job. In the case of car accidents during delivery, it may lead to death, loss of property or experiencing the unrecoverable physical condition. Injuries from knives can cause wounds, deep cuts to the victim, or even amputation in case of severe cuts. This can lead to a lack of some body parts if surgery is administered. | |
| *What could be done to eliminate or minimize any risk?*  To reduce cases of fall injuries, the department should ensure that the floor covers are well maintained and kept under good working conditions. This will ensure easy movements in and out of the department. Spills on the floor should be wiped with immediate effect, to avoid stepping on them and cause avoidable slipping. Equipment like fridges, cookers, containers and working tools should be kept in strategic places for accessibility. They should be kept in locked places to avoid stepping on them or them falling on the floor and lead to breakage. Cutting knives should be handled at care to reduce cuts and wounds. Broken pieces of glass should be disposed off well in an incinerator. This will help reduce the risk of getting thermal burns. Accidents from machinery and delivery vehicles can also be reduced by ensuring qualified drivers, good roads, and experienced offloaders. | |
| *What information or training do workers, and other people need to minimize the risk of injury to themselves or others?*   * An assessment of risks in the department should be frequently done and then put in written records to ensure that workers and customers read them and take precaution. * Safety procedures should be updated at least annually. Because of the rapid expansion of organizations, policies should be revised on a regular basis. Keeping up with legislation and laws should be mandatory (Atom content marketing 2010). * Workers should also be conversant and able to understand different safety signs and follow them keenly. * Reducing the risk of ergonomic injuries by providing comfort and cleanliness is also vital to reduce this risk. * Workers and other people should be able to use first aid kits and administer help in case of accidents. They should be put in open places and in strategic positions for easy access. * Staff should be able to send feedback on safety standards in the workplace. Safety conditions should be discussed by both the workers and Managers, and help alleviate safety. * Employees should also be trained on evacuation procedures in times of fire emergencies. They should also know how to keep fire exits open, and ensure they can contain open fires (Workplace Safety and health 2017). * They should also be trained on how to handle equipment and tools with care, to avoid injuries and breaking. Steps on how certain processes are done should be displayed well in charts to avoid mistakes which would lead to injuries. | |
| *What information sources or expert sources have been used in making this assessment?*  Atom Content Marketing (2010). Small business update.UK. Archived 10 February 2011.  Workplace Safety and Health (2017). Work-cover New Zealand. Government of New Zealand.  Rudman, R. (2017). New Zealand Employment law guide. Auckland, New Zealand:CCH | |
| *How would you involve workers and others in making this assessment?*  By ensuring that they can describe the legislations of the government and know their responsibilities and rights at the workplace (Rudman 2017). They should also be involved in discussions about safety and send feedback about the conditions. This would encourage them in helping reduce the cases of injury ensuring a safe workplace. | |

2. Health and safety training methods should be effective to ensure that the levels of risks are reduced. To evaluate on the effectiveness of the health and safety training, I will measure effectiveness by monitoring the performance of new employees, and compare it with previous performance. This performance will be based on work attendance, service delivery, the number of days absent and the thoughts of other workers towards a person's performance.

3. Despite all efforts to ensure a safe workplace, accidents always happen. Due to the use of cutting tools, employees can suffer different injuries. In the department of food and beverage, has accidentally lost his limb, a certain procedure must be followed and obligations by the employer. When this accident occurs, the employer must report it immediately to the health and safety committee and ensure that health care is provided. The employer should ensure that he/she provides health care despite payment or whether the victim is treated home or at the hospital.

An employer has different obligations which they are required to fulfill in relation to health and safety. The employer is responsible for the safety of the employees under the laws and legislation act of 2015. Employers are required to provide safe working system, safe working conditions, proper working tools and equipment and ensure the employees are competent enough to help achieve organization's goals and objectives.

Employers should also provide a safe workplace away from hazards like a noisy place, exposure to radiations and toxins among others. Protective clothing should also be provided in case of a harsh work environment. This will ensure adequate risk control and ensure safety to employees and other people. Employers should be able to provide information, supervision, training and being a role model in any necessary situation. This will help encourage the employees, motivate them towards a productive output.

For a healthy workplace, employers are obliged to hire a competent person to manage the health and safety department to reduce cases of accidents. These safety measures should put into account both casual and permanent workers, and ensure that they don't cost them extra payments. Employers should also provide planned work systems, well maintained, organized, performed and regularly revised to ensure safety and risk-free (Rudman, 2017).

Employers should ensure they implement health and safety welfare measures, which are necessary to protect workers, as shown in the risk assessment. They should also prepare and revise emergency plans which help in case of emergency evacuations, fire cases or even electrical explosions. Management of work and activities in a workplace is also a duty of the employer which will help prevent improper conduct and bad behavior which may be a cause of harm to other employees and People (Macky,

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