

Chapter 5: Staffing



DARBHANGA COLLEGE OF ENGINEERING
DARBHANGA

PRINCIPLES OF MANAGEMENT AND INDUSTRIAL RELATIONS (SEM–VIII:EE)

Lecture 5

Training and Recruitment

Faculty: Mr. Akhil Mohammed KK
Dept. of Electrical Engineering

Learning Objectives

At the end of the chapter, you are all expected to understand the following:

- ✓ Definition of Staffing
- ✓ Nature of Staffing
- ✓ Recruitment
- ✓ Selection
- ✓ Training
- ✓ Identifying Training Needs
- ✓ Types of Training
- ✓ Human Asset Accounting
- ✓ Movements of Personnel

What is Staffing?

- the process of recruiting, selecting and training of men.
- putting the right men on the right jobs.
- involves manning the organizational structure through proper and effective evaluation, selection and development of people to perform the roles.



Nature of Staffing

➤ All business organizations should focus their attention and be concerned about the effectiveness and efficiency of their employees especially their managers.

➤ the staffing function includes the determination of manpower needs, the discovery of persons to fill these needs, their recruitment and employment, their replacement and orientation and the rearrangement of team members through promotion and transfers.



What is Recruitment?

- the process of encouraging, inducing, or influencing applicants to apply for a certain vacant position.
- whenever there are vacancies, it is necessary to find a person to fill those vacancies .
- some organizations do not wait until the vacancy arises, but they anticipate such vacancies and new openings in the short and long run and thus plan for the future needs.



Steps in Recruitment

Step One – *Studying the Different Jobs in the Company and Writing Description and Specifications (Job Analysis)*

Job description defines the duties and responsibilities of a particular position. A description of the duties and responsibilities attached to the job enables the employment officer to determine the special qualification which an individual must possess in order to do the job successfully. Job specification gives the specific qualifications required for the position: amount and type of experience, special training, skill and physical demands, age, and others.



JOB OVERVIEW

Company:	SourceOne Career Consulting
Base Pay:	\$70,000 - \$95,000 /Year
Other Pay:	
Employee Type:	Full-Time
Industry:	Restaurant Food Hospitality
Manages Others:	Yes
Job Type:	Restaurant - Food Service Management Hospitality - Hotel
Required Education:	High School
Required Experience:	At least 3 year(s)
Required Travel:	None
Relocation Covered:	Not Specified
Reference ID:	Boston Chef
Location:	Boston area
Contact:	Mark Canto
Phone:	603-424-2009
Email:	Send Email Now
Fax:	978-296-4443

JOB DESCRIPTION

Executive Chef and Sous Chef

Executive Chef

Excellent opportunity to join THE bar setting restaurant group in the U.S. With restaurants coast to coast, the time is never better than now.

We are currently seeking a dynamic Executive Chef for our high end, high volume concept.

Must have extensive background in scratch cooking. Experience working in high volume, scratch environments also necessary. Looking for someone that has thought long and hard about every step of their career, that has worked with the best of the best along the way and that has been a successful Executive Chef for minimum 3 years.

References should easily be able to articulate your proven ability to:

- Create interesting and authentic menus.
- Execute your menu consistently.
- Control costs proactively.
- Be the face of the operation.
- Train, teach and mentor with passion.
- Truly work well with all departments.

Benefits offered include bonus program, health insurance, short and long term disability, 401K and more.

Salary commensurate of experience: \$70K to 95K.

There is no cost to you to use our services.

Call us or send us your resume. We have many other fabulous opportunities available.

Mark Canto
888-958-4443 ext:1

JOB REQUIREMENTS

Must have at least 3 years of restaurant management experience.

Career Builder Terms: restaurant | restaurant manager | restaurant managers | restaurant jobs | restaurant job | restaurant recruiters | restaurant recruiter | restaurant employment | restaurant careers | general manager | sous chef | executive chef | assistant manager | bar manager | FOH manager | BOH manager | assistant general manager | restaurant management | managers | restaurant management careers | manager | recruiter | recruitment | career | kitchen manager full service | casual full service | food service | casual dining | steakhouse | sports bar | buffet | fast casual

FLIGHT ATTENDANT

JOB OVERVIEW

Company: Delta Air Lines

Base Pay: N/A

Other Pay:

Employee Type: Full-Time

Industry: Airline - Aviation

Manage Others: Not Specified

Job Type: Customer Service

Required Education: Not Specified

Required Experience: Not Specified

Required Travel: Not Specified

Reference ID: 157283

JOB DESCRIPTION

Flight Attendant- No Bilingual Skills Required
Requisition #: 157283

Delta Air Lines is also hiring **BILINGUAL** Flight Attendants for the following languages:

- Japanese
- Mandarin
- Hindi
- Portuguese
- French

JOB REQUIREMENTS

JOB QUALIFICATIONS:

Must be authorized to work in the US; 21 years of age or older; have a high school diploma, GED or equivalent. Prefer 2 years of college or equivalent customer service experience. Must be able to read, write, speak, understand English. Must be willing & able to fly both International & Domestic routes. At graduation, must be willing to be based in NYC or any open base.. Must be able to pass oral/written exams in the timeframe as specified for each exam; work in a time sensitive environment & effectively handle stress that is associated with meeting deadlines & managing unexpected change. Must have valid passport or equivalent travel documents to freely enter & exit all destinations where Delta flies. Must assume flight leader role to facilitate aircraft readiness, coordinating, conducting, managing evacuation; other emergency situations; completing paperwork as needed. Basic computer skills required. Must be willing to serve alcoholic beverages; meals containing beef &/or pork. Must perform CPR & basic first aid/safety-related functions. Must be willing to work nights, weekends, holidays & extended hours; accept lack of scheduling control & be ready to report on late notice. Must be punctual & dependable. Must exhibit good judgment, strong work ethic & excellent customer service skills. Must pass a DOT/FAA required drug & alcohol screening & submit to random drug/alcohol testing. Must pass a fingerprint-based criminal history records check. Must attend & successfully complete anticipated 8 week paid training at one of our training facilities. Must maintain Delta uniform standards & all appearance guidelines; no visible tattoos or body piercing permitted; neat, professional demeanor.

Monthly Training Pay
\$1,746

Steps in Recruitment

Step Two – Requisition of New Employee

➤ To inform the personnel department, the line supervisor or the department head concerned should accomplish a formal requisition form, indicating the position to be filled, the date when the new employee will be needed, the pay rate, the required qualifications, job description, approval by the responsible official of the company and others.

Step Three – Actual Recruitment of Applicants

➤ Process by which prospective applicants are induced to apply in the company in order that their qualifications for present and anticipated vacancies can be evaluated through sound screening and selection procedures.

Sources of Labor/Applicants:

a. Internal – employees recruited within the company.

b. External – applicants recruited through schools, references, advertisements, placements agencies, etc.

Selection

➤the process of getting the most qualified applicant among different job seekers.

Step 1 – Reception of Applicants – Preliminary screening or sight screening to eliminate undesirable applicants. Applicants are being interviewed to be considered or not for further interviews or examination.

Step 2 – Preliminary Interview – Purposes: 1. how qualified the applicant, 2. to provide information of the job, 3. to create goodwill to the company. Interviewer uses the applicant's resume, employment tests and background investigation.

Step 3 – Application Form – Used for the following:

1. As a guide when interviewing the applicant
2. Basis for eliminating applicants with unfavorable personal data
3. Matching the qualifications of the applicant
4. For checking applicant's records
5. As part of employee's permanent record

Selection

Step 4 – Employment Test – Testing the applicant's abilities

Step 5 – Final Selection by Immediate Supervisor or Department Head

1. Management's Decision – Applicant's best fit for the job.
2. Applicant's Decision – If the job is really for him.
3. Supervisor Decision – If the applicant can work for him and the team.

Step 6 – Physical and Medical Examination – Must pass the medical and physical exam to prevent contamination of contagious disease and hiring of liability employees.

Step 7 – Hiring – After steps 1 – 6, applicant to the HR dept for the completion of the hiring process.

Step 8 – Orientation/Induction/Indoctrination – New employees are oriented on company policies, rules and regulations, etc.

Training

- According to Labor Code of the Philippines, it is the systematic development of the attitude, knowledge, behavior patterns for adequate performance of a given job or task.
- It is a day to day, year-round task.
- All employees on a new job undergo a learning process whether or not formal training exists.



Identifying Training Needs

➤ Training must be aimed at the accomplishment of some organizational goals, such as more efficient production methods, improved quality product/services, or reduced operating costs.

Common Types of Training

1. **On-the-Job Training and Job Rotation** – Normally given by a senior employee or supervisor. Trainee is shown how to perform the job and allowed to do it under the trainer's supervision. Job-rotation or cross-training allows flexibility in the department.
2. **Vestibule Training** – Procedure and equipment similar to those used in the actual job are set up in a special working area. Trainee is taught how to perform the job at a comfortable pace without the pressure of production schedule.
3. **Apprenticeship Training** – Generally lasts from one month to a year. During this time, the trainee works under the guidance of a skilled worker.
4. **Classroom Training** – Use of classroom for teaching actual material, concepts, principles and theories.
5. **Programming Instructions** – Training is facilitated through computers in text form and/or computer video displays.
6. **Management Development Program** – a systematic process of training and growth by which individuals gain and apply knowledge, skills, insights and attitude to manage work organizations effectively. Popular methods: Understudy assignment, Coaching, Experience, Job Rotation, Special Projects, Lectures, Case Studies, Role Playing, In-Basket Techniques, Business Management Games and University and Professional Association Seminars.

Thank you...