

Employability

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Group 2

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Introduction

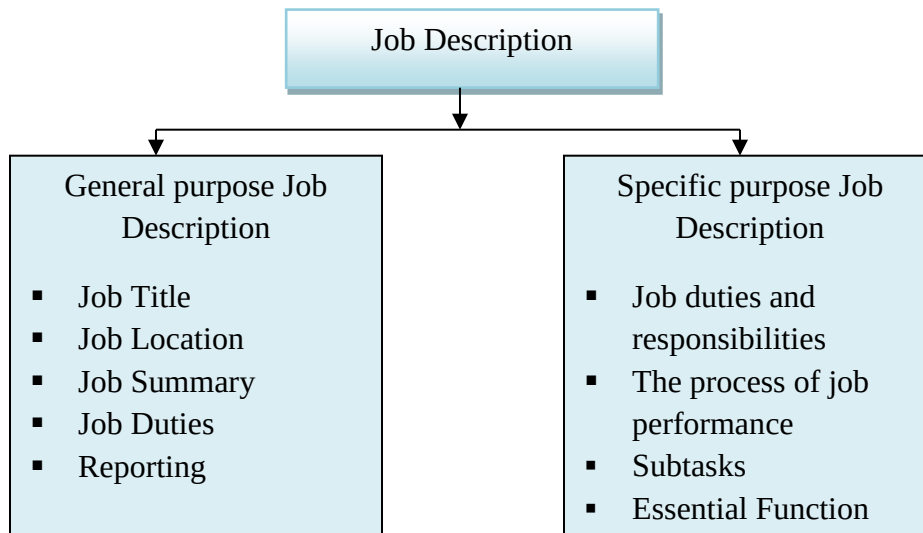
Recruitment process is the foundation of the organizational efficiency and job description and person's specification is the core strategy of the recruitment process. The purpose of the job description to ensure the right employees get selected who are able to perform those role accurately. The person's specification makes the candidates able to find out the appropriate level of quality that is required to perform that job. The CV prepared with a specific job role. Two competencies also analyzed in this course following STAR model

Task: One

Job Description

According to Catano (2009), the job description is the key process of the total recruitment process as individuals try to collect information's first what is written in job description. It provides detailed information that an individual's needs to perform at work and the candidates can get a proper image about the job role. The purpose of the job description to ensure the right employees get selected who are able to perform those role accurately. The talent engagement in workplace strongly impact on the total performance of the company. The job description is the summarized form of job analysis and it includes the process of job identification for the candidates. The job description basically performs for two key purposes these are as follows:

Figure 01: Purpose of Job description



Source: (Cooper, Robertson and Tinline, 2013)

The purpose of 'General purpose Job Description' is to make the candidates to provide general information's about the job. The main purpose of such job description is to provide a quick over view. On other hand 'Specific purpose Job Description' provides detailed information about the

job tasks with detailed role and responsibilities. Both processes applied by the companies based on the needs and demand of the company to ensure the selection of right employee for the company.

Persons Specification

According to Gravells (2010), the persons specification is the evaluation of the individuals level of skill, qualification, knowledge, experience and other attributes that are significant important in individuals to perform certain job role. The person's specification develops foundation for the total recruitment process which designed based on the job description process. The person's specification make the candidates able to find out the appropriate level of quality that is required to perform that job and apply the right candidates who has those ability. Moreover companies advertise the persons specification greatly to find out talent individuals who posses that certain level of skills. The employees easily make the short list of the numbers of the applied candidate for the certain job role based on the issues required for performing the job. Recruiter team of the company develops questions for the written and interview test of the individuals to analyze the candidate's skill and abilities deeply. Tran (2014) claimed that the right development of the person's specification of the job advertisement is linked with the overall performance of the company. Basically the talent engagement get enhance with the properly development of the persons specification process and the performance level of the company get enhanced. There are some limitations that associates with person's specification like individuals some time pretend that they have those skills and try to get selected. However the contribution of person's specification is high for the company so it needs be designed skilfully.

Task: Two

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PROFILE

I have been in the hospitality industry for the last 12 years I have full knowledge what hotel and hospitality industry is about, the main focus is your guest we need to make sure our guest is satisfied to become a successful business / company chain, for this in return I have the best five star customer service and management skills which I have gained from my current job where I am at the moment and have been trained in many areas such as Micros systems , blue cube , up selling tragedies' and of course customer service how to gain trust and bond with the guest to have a professional relationship so that we can give the best customer service.

EDUCATION

Ba in Hospitality customer service

Leeds College – Leeds 2004 to 2008

G C S E in Maths, English, Geography, History

Thornhill high school - West Yorkshire, 1988 to 1992

WORK EXPERIENCE

Supervisor

Marriott hotel - London - December 2009 to Present

My job role is to have day to day responsibilities met; customer focus is my main role where I need to see from service sector to experience of the guest. Making sure we hit our daily revenue targets which put me in to training the staff on up swell and how to sell and recommend upgrade etc. The results at the end are satisfied guests/ customers.

SKILLS

- Inventory management, rota blue cube, micros system etc. all the relevant duties i have been trained from making rota for the team to stock control.
- Experience in customers service and able to effectively communicate with all other members
- Able to work effectively to ensure performance development of the company
- Needs to work with commitment and ensure the confidentiality of the company
- Need to have ability to work under pressure.

AWARDS

BRILLIANT HOST OF THE QUARTER

April 2013

In recognition of your outstanding contribution to the London Marriott West India Quay Hotel & Executive Apartments

Marriott Black Box European Culinary Challenge

April 2010

Awarded by Simon E Beaumont Director of Culinary Europe

Awarded by Fitz Aguilar VP lodging Services Europe

Awarded by Edward Harvey Senior Director of F&B Europe

In Recondition for Participation in the Marriott Black Box European Culinary Challenge

April 2010

Marriott Black Box European Culinary Challenge

April 2010

Awarded by Simon E Beaumont Director of Culinary Europe

Awarded by Fitz Aguilar VP lodging Services Europe

Awarded by Edward Harvey Senior Director of F&B Europe

CERTIFICATIONS/LICENCES

Information Technology, certificate in computer applications level 1

February 2005 to Present

Certification of Accomplishment

July 2010 to Present

Level VI of the Restaurant, Bar & Room Service Training Program: Greeter Standards

Train the Trainer

June 2010 to Present

Can train colleges in any subject

Flow

August 2011 to Present

Sahel has successfully completed the flow Hospitality Training module

LICENSING AND SOCIAL RESPONSIBILITY - ENGLAND & WALES

Cashier Standards

July 2010 to Present

Certificate of Accomplishment in level VI of the restaurant bar and room service training program in cashier standards

Service Training and Standards

June 2010 to Present

Certificate of Level III of the Restaurant, Bar & Room Service Training Program

REFERENCE

Task: Three

The competencies in individual's influences by their level of skill, education and behavioural influence and it create strong impact on the business (Boffo, 2010). Again the level of competencies differs from one job role to another and in this process the STAR model has been followed to evaluate the competencies.

Problem Solving

Situation

The incident occur two years before in Marriott hotel international as I was working as supervisor and my responsibility to satisfy the customers and ensure proper service to them. I have 4 teams under me they were working in various team. A very unprecedented event took place and one of my customers found rat in his room.

Task

I was very frustrated by hearing this news and I started to find the root cause of the problem and try to identify the risk in total hotel. I immediately call all team members for a group meeting and share this information and asked everyone to search all area if there is any more rats. I have needs to perform risk analysis and ensure that there is no more rats in total hotel.

Action

I change the room of my guest and gave the couple a luxury suit which is 3 times higher price rent but offer them in same rate that they were paying for the previous room. I then find the rat in that room and search for another rat. I called for pest control team to evaluate the risk assessment of the hotel

Result

Finally no more rats were found in any hotel area. It was a successful outcome for calling the pest control team and they came up with result that it might come from any of the guest that rented before that guest. The guests who find such immediate action to control such incident get satisfied with us.

Decision making

Situation

The incident occur two years before in Marriott hotel international as I was working as supervisor and I found that in the lobby area one guest face a slip a trip and unfortunately broke her ankle.

Task

I tried to ensure that my patients get first aid treatment immediately and then call for doctor. I need to find out the cause of the problem why it happens. I also evaluated the policy of the hotel to meet such situation. I also analysed the effectiveness of the customer's service delivery of the front-line staffs. I have to ensure the error free customers service delivered to the clients.

Action

I first offer first aid to the clients and then call doctor for emergency service. I then find the CCTV footage what happen there and I found I girl through her glass of drink and the incident happen immediately as any staff member do not find any time to clean the place put any mark over there. However I called meeting with all staff members and share this situation to make them able to realize the impact of this event as it is a legal offence and the client might take legal action against us. The effectiveness of the team needs to enhance.

Result

I got failure in this incident to protect my clients and I felt very disappoint. The client didn't claim for the incident. I learn that the service quality needs to be more efficient and then I told all my staffs to immediate put the sigh mark and until the area is not cleaned on members of staff needs to stand all the time.

Conclusion

The right selection of job description and person's specification is highly crucial for the company to ensure the talent engagement and a CV needs to focus the specific job role to get selected as shortlisted and effectiveness of the level of competencies also analysed.

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Moran, M., Jackson, L., 2013. The Guide to Everlasting Employability: Lulu.com,

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Catano, V. M., (2009) Recruitment and Selection in Canada: Cengage Learning

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