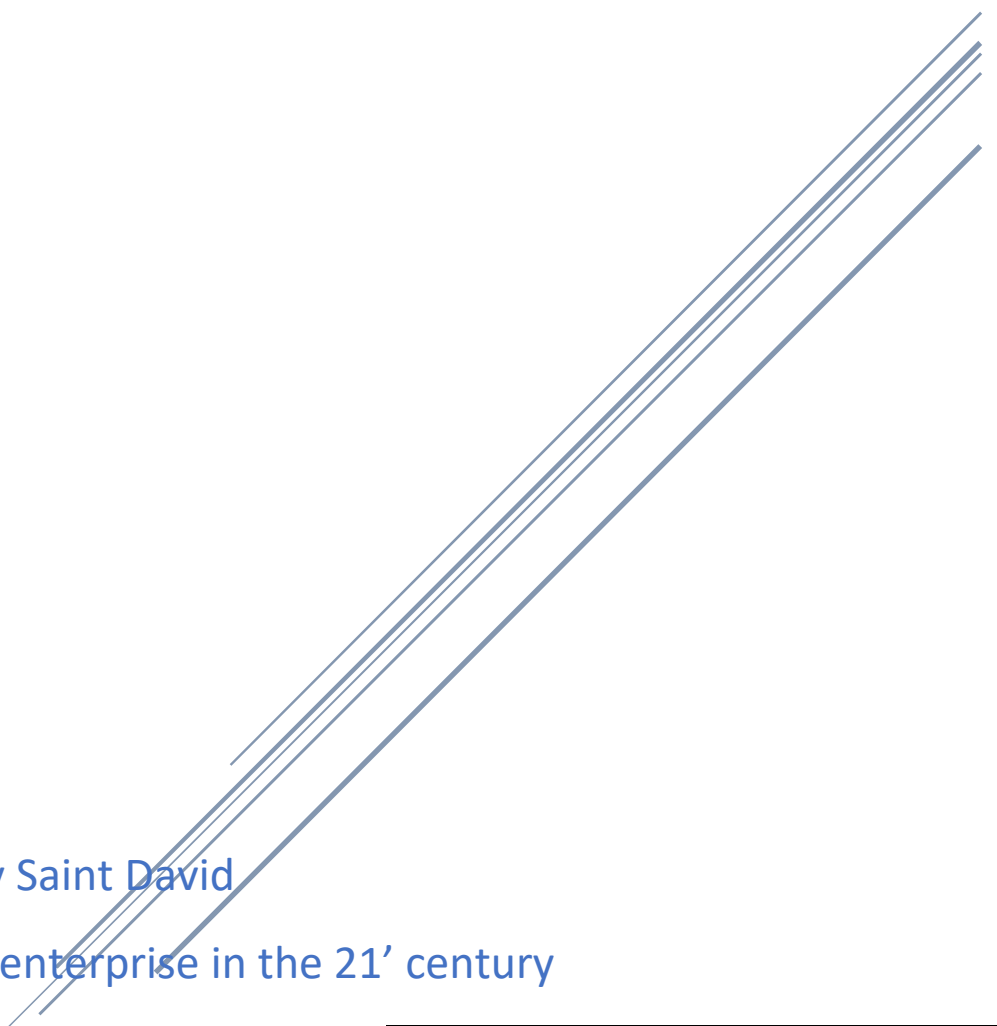


Pizza Obsession

Management team business plan



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Lecturer Name: Zainab Atta

Student Name: Florina Stancu

Student ID: 2030034

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MANAGEMENT TEAM

Introduction

The following report will discuss the overall function of the management system, which plays a vital role in the business operation of the organisation. In addition to that, the discussion will also show the roles of the different managerial heads and their functions on the start-up of Pizza Obsession. The management team is responsible for managing all the core business operations of the company. The management team is important for the development of the business. Thus, the company needs to make an effective management team to ensure the long-term success of the company. The management team will execute all the business activities in the specific team. The main team members of the management team are the financial manager, production manager, human resources manager, customer's services manager, and sales manager (Laja, 2020). The management team of the organisations is liable to balance the workforce culture and structure of the business (opentextbc, 2021).

The management team will be required to plan different development processes and group practices such as accounts operations, recruitment process, and innovation in production and increase the sales rates of foods. In addition, the roles and responsibilities of the various managers are described below:

1. Financial manager

The financial manager will operate all the financial activities of the company and manage the accounts of the company. Moreover, the manager must focus on the budget plan and expenditure plan of Pizza Obsession. The roles and responsibilities of financial managers will be as follows:

➤ *Raising the funds*

Financial managers have the responsibility to raise the funds which are essential for the company's success. The manager needs to focus on maintaining enough cash and liquidity in the workplace. Moreover, managing the equity and debt of the business activities is the major responsibility of a financial manager (bls, 2021). On the other hand, accounts managers will focus on maintaining the ratio between liquidity and debt. For this reason, raising the funds will enhance the business profitability of the company.

➤ ***Allocation of funds***

The right allocation of the funds is a very vital factor for nagging the financial activities of the company. The financial manager of Pizza Obsession will allocate the required funds according to the priority of the business functions of the company. However, allocation of funds will be considered for the growth of the business in the UK food industry. The accounts managers will check the exact status of the assets of the company in terms of the long term and short terms plans (talentedge, 2021). Moreover, they will be highly responsible for increasing the funds to execute the necessary functions of the company.

➤ ***Profit planning***

Gaining more profits is an important aspect of growing the financial structure of the company. Managing budgets for executing all the business functions is the major responsibility of financial managers of Pizza Obsession. In addition, the managers will focus on the pricing of food products, industry competition, stage of economy and costs and outputs of the company. These initiatives will generate maximum profits for the company which enhances business growth within the food industry in the UK (PRELIKJ, 2021).

➤ ***Understanding of capital***

Shares of the company are the important factor for the stock exchange is the major role of the financial manager of the company. In addition, account managers will focus on managing the securities in the continuous sales and purchasing of the food products. Managers will understand and calculate the major risks which will happen in the trading of shares and bonds of the company. The effective practices of the budgetary managers will impact the operation of the capital market of the food industry. In addition, the correct distribution of the funds among the shareholders will be executed by financial managers of the company which will enhance the economic growth of Pizza Obsession.

2. Human resource manager

Pizza Obsession is going to focus on making the HRM team execute the preparation, organise, supervise the organisational administrative duties of the company. On the other hand, hiring, recruiting and interviewing more candidates for increasing the workforces of the company. The roles of HR are as follows:

➤ Employee selection

The key function of HRM is to select the right employees who are capable of taking responsibility for the company (shrm, 2020). The Company needs to select efficient employees to increase the production of Pizza and other food items. In addition, HR will take the responsibility to improve the skills and knowledge of the employees through providing advanced training to employees. Selected employees should be efficient to increase the delivery process of the Pizza to customers. For this reason, customer's satisfaction will be enhanced in the future which will ensure the long term success of the company.

➤ Employees' management

The employees' management is the significant function of the HR managers. The HR management will focus on providing compensations and appraisals to the employees. As Pizza Obsession is going to start a new business in the UK, the HRM of the company will focus on opening promotional opportunities to the employees in the future (bls, 2020). Besides that, the improvement of the employees' empowerment is the vital factor to increase employees' engagement towards the company. In addition, the managers will conduct motivational sessions to motivate employees which will enhance employees' performance in the workplace. Furthermore, HR will have the responsibility to provide training to workers so that they can target large numbers of customers in the UK.

➤ Managing competitive challenges

Pizza Obsession is going to target most of the potential customers by providing fast delivery service to their customers. For this reason, the HRM of the company will focus on hiring skilled candidates in the company to mitigate the competitive challenges of the company. Moreover, the main target of the HR manager is to recruit talented employees who can provide the best service to customers. Furthermore, this initiative will reduce the competitive challenges of Pizza Obsession with other leading companies in the UK market.

- Gaining competitive advantage

Pizza Obsession is going to start a new business in the UK, for that the company needs to improve its competitive advantage in the food sector. The HRM of the company will hire more employees to manage the company reputation in the entire food industry. The HRM plays an important role to provide proper training to increase the working speed of employees as customers want to get Pizza in the minimum time (gavelintl, 2021).

3. Production manager

Production management is the necessary part for Pizza Obsession as the company wants most of the customers towards the company. In the new market, the production manager will improve their concentration on preparing new food items. In addition, the production managers will play the role to supervise all the activities of the employees to enhance their workplace performance.

- Concentration of production

Production managers have the liability to concentrate on the production procedures of the food items. Maximum food production is an essential part to manage large numbers of orders from customers (prospects, 2021). They will enhance their concentration on the production of Pizza. The production managers will plan the production of Pizza as per the choices of the customers. In addition, the manager will decide the exact production target to increase the sales rates of foods. Excessive production will cause business losses of Pizza Obsession. Besides that, the controlling of excessive production is the other vital role of production managers in the new start-up business in the UK market.

- Supervise the performance of employees

Production managers will supervise the level of the performance of employees. The efficiency of workers is the major factor controlling the overwork pressures in the company. Pizza Obsession wants to speed up its delivery process to engage more customers towards the company. For this reason, the production manager will observe the performance level of workers in the workplace. Besides that, the manager will evaluate the work process of the employees which will improve their productivity in future (managementhelp, 2020).

- Develop quality of food item

Producing high-quality Pizza and other food products are effective for increasing the online orders from the customers. In addition, the major role of the production manager is to bring variety

to the foods. In addition, the improvement of the quality of Pizza will be operated by production managers to develop business growth in the entire food industry in the UK.

➤ Maintaining safety in the workplace

Safety is the major concern in the pandemic situation for food companies in the UK. Production managers will enhance their concentration on maintaining safety protocols in the workplace. Moreover, managers will observe the cooking process of employees whether they will either maintain the sanitising and cleaning process or not (vantagecircle, 2021).

4. Customer's services manager

Pizza Obsession is planning to for starting a new business in the UK. For the development of business, the company will focus on the improvement of customer services. Customer service managers will take the responsibility to encourage the customer's services team. The establishment of the customers' loyalty programmes is the major function of customer services managers. Moreover, the improvement of customers' satisfaction will be operated by the customer service manager (roberthalf, 2021).

➤ Increasing customers' loyalty

Pizza Obsession needs to focus on engaging more customers with the company in the entire food industry in the UK. In addition, the manager will enhance their concentration on the working procedure of the employees. The manager will encourage the employees to make the best quality food for employees. Besides that, customer service employees will provide 24/7 services to the customers to increase their brand loyalty in the market. Maintaining the brand image will be a crucial factor for Pizza Obsession as they are going to start a new business in the UK. In addition, increasing customers' loyalty will increase the business growth of Pizza Obsession.

➤ Encourage customers' services team

Larger numbers of online orders are hard for the company to meet in a short period. The customer service manager will encourage employees to accomplish all the work at a specific time. Employees need to work in the workplace with full dedication to making the food items as per the customers' requirements (dixa, 2021). The manager will arrange advanced training sessions for improving the performance of employees. The manager will motivate the employees which will increase customers' satisfaction towards the company.

- Increase customers' satisfaction with the company

Customers' satisfaction is the key factor for developing the business growth of Pizza Obsession. Customer service managers will operate employees' working processes so that they will enhance the quality of the food items. The main target of the employees is to make Pizza Delivery fast to increase the customers' satisfaction with the company. Managing safety in the cooking and delivering process is a very crucial factor in the pandemic period. On the other hand, managers will order the employees to maintain safety protocols in the workplace. Employees of Pizza Obsession will customise the food items as per the customers' needs and choices.

5. Sales manager

Sales managers will play an important role to increase the selling rates of the food items. In addition, managers will encourage the employees to fulfil the sales target to increase business growth within the food industry. However, the online delivery staff and the entire sales team will be managed by the sales manager of the company (careerexplore, 2021).

- Sales planning

Sales planning is an important factor to develop business growth in the entire food industry. Pizza Obsession needs to engage more customers with the company. The sales managers will set the appointment of the customers to increase the sales of the food items. In addition, the main target of sales managers is to plan to bring the upgrade in the selling process of the company. The online pizza delivery will be increased by the workers as most of the employees prefer online purchasing rather than offline.

- Motivation and remunerations

Motivating the delivery employees is the major factor for Pizza Obsession. Moreover, the managers will give decent salaries according to the employees' work pressures of the company. These initiatives will encourage the employees which will enhance their performance (tomas, 2021).

- Attainment of sales targets

The sales manager of the company will have the responsibility to motivate employees to achieve the maximum sales target in the new industry. Moreover, employees will focus on generating more sales through providing online delivery facilities to the customers. Setting a fixed target of selling pizza will be done by the sales manager to develop the financial growth of Pizza Obsession.

- Provide training to the workers

The sales managers will influence the employees to upgrade their skills in fast delivery in the UK market. Besides that, salespeople of the company will improve their potential to take on the sales challenges in future (managementstudyguide, 2021).

Conclusion

Again, for the success of the company, each of these members of the management team fulfilled various roles and responsibilities. Each of the members has expertise in their task, so they can easily manage their responsibility.

In conclusion all the management team is playing a critical role in the success and development of this business.

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Appendix

Slides

Slide 1

Management team

- The management team for this business consists of 5 members, they are financial manager, human resource manager, production manager, customer service manager, and sales manager.
- All of these members of the management team have played different types of roles and responsibilities for the company's success.

Financial manager

- The financial manager of this company operates the accounts of this company.
- They focus on the budget plan, expenditure plan.

(Nibusinessinfo, 2021)



Slide 2



(Nibusinessinfo, 2021)

Management team

- **Human resource manager**
- Human resources managers prepare, organise, and supervise an organisation's administrative duties (Shahab, et, al. 2018).
- Hiring, recruiting, interviewing all these activities are done by the human resource manager of this company.

Production manager

- The production manager gives their concentration on production, preparing the food items (Shahab, et, al. 2018).
- The production manager supervises the activities of those who are engaged in preparing Pizza items.

Slide 3

Management team



- **Customer service manager**
- Encouraging customer service team.
- Establishing customer loyalty programmes.
- Establishing client satisfaction objectives.

Sales manager

- Sales manager employed to fulfil sales targets.
- The online delivery staff and sales team is also managed by the sales manager.