

Developing Relationships and Workplace Achievements BMSW5102

Training and Development needs for a HR officer

Elena Gabriela Snopu 2019133

Nishi M Ramsurrun





Prezzo

- Started their activity in 2000 with the first restaurant opened in New Oxford Street, London.
- Italian chain, providing a variety of Italian dishes.
- 250 restaurants around UK
- 2 insolvency cases from 2000 and 2022
- 2022 finds Prezzo with 150 restaurants around UK and a team of over 2,500 members.

Knowledge and Behaviour of HR Officer

- Education and Training
- English Language
- Law and Government
- Customer and Personal Service
- Communications and Media



Knowledge of HR Officer

- Economics and Accounting - Knowledge of economic and accounting
- Public Safety and Security - Knowledge of relevant equipment, policies and procedures.
- Computers and Electronics - Knowledge of computer hardware and software, including applications and programming.
- Mathematics - Knowledge of arithmetic, algebra, geometry, statistics, and their applications.

Skills of HR Officer

- Diversity
- Active Listening
- Writing
- Speaking
- Negotiation
- Decision Making
- Finance



Skills of HR Officer

- Adaptability
- Teamwork
- Leadership
- Confidentiality
- Time Management
- Problem Solving
- Innovation

Business

Employee

Skill

Development

Promote

Management

Training

People

Recruitment

HR

SWOT Analysis

Strengths

Inclusivity –
understanding
everyone's background
and experiences.

Alcohol Licence

Discretion –
keeping private
information confidential

Accuracy

Goal settings

Perspective

Weaknesses

- Lack of experience in HR
- Honesty
- The need for perfection

SWOT Analysis

Opportunities

- Experience in all departments from FOH and BOH.
- I am helping one of our HR Officer with her duties weekly
- One of our HR officer will go on maternity leave soon. Covering her duties will be a great career development opportunity for me.

Threats

- I have a strong, compulsive need to do things perfectly, and sometimes I will deliver my work with a minor delay but at the highest level possible.
- The same need causes me stress if I completed a job, but I am sure it could be improved.

Benefits of Training & Development

Organisational Benefits

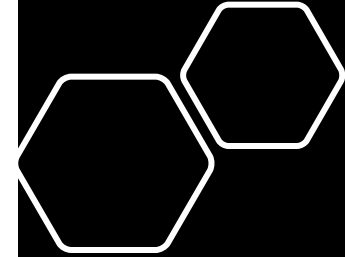
- Increase human capital of organisation
- Increased efficiency and profitability
- Enhanced productivity
- Reduced employee turnover(voluntary)
- Reduced involuntary turnovers (termination due to skill deficiency)
- Makes employee more accountable as they gain knowledge and skills

•Customer benefits

Better quality of product and services

Employee benefits

- Improved performance
- Increased in employability(As skilled workers are seen as more attractive by competitors)
- Enhanced motivation & morale
- Job become more rewarding & satisfying
- Opportunity for upward mobility in the firm



Conclusion

- Dedicated training and development fosters employee engagement, and a more efficient, competitive, and engaged workforce is critical to your company's financial performance. Furthermore, 93% of employees will stay longer when a company invests in **career development**.
- Training and development helps companies gain and retain top talent, increase job satisfaction and morale, improve productivity and earn more profit. Additionally, businesses that have actively interested and dedicated employees see 41 percent lower absenteeism rates, and 17 percent higher productivity.

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Thank
You

Appendix C

Personal Skills Audit

Name	Elena Gabriela Snopu
Job role: Human Resource Officer	

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word		x		
Use Excel spreadsheet			x	
Use a Database			x	
Use specialist HR software				x
Use the internet	x			
Use e-mail	x			
Use PowerPoint	x			

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment		x		
Taking notes of disciplinary hearings	x			
Write reports	x			
Produce material to support presentations		x		
Delivering a training session		x		
Resolving disputes/complaints	x			
Interviewing	x			
Advising on HR issues		x		

	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		x		
Explore more than one solution in order to solve a problem	x			

Consider the ideas of others to help solve problems	x			
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Supervisory Management

	< 1 month	1-3 months	> 3 months
How much experience have you had in your role?		x	
How many people have you managed at any one time?	None	1-5	Above 5
	—		x

I declare that the information given in this form is true

Signed	Elena G Snopu
Date	19/07/2022

Speaker Notes

- At the time it used to be called Jonathan's .First insolvency process in 2018(nearly 100 restaurants) and the second in 2021 (22 brunches were closed).They won some awards in 2021 for Fair Employment at the Youth Friendly Employer Awards, the International Green Apple Award for Environmental Best Practice, and the "Best Pizza Restaurant - Chain" category at the PAPA Industry Awards. We also received our London Health Workplace Award Foundation Level accreditation.
- Knowledge of principals and methods of curriculum and training, the ability to provide training to single individuals and groups and measuring the training effects. Academic written and spoken language. Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Communications and Media - Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data. Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions. Computers and Electronics - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- The ability to integrate into company culture Understanding what pp are telling and being able to process the information. Academic writing. Ability to communicate with pp from an impartial point of view.
- Adaptability is about your ability to adapt to the organization culture and different situation that you may face . Teamwork is not always the meaning that you are part of a team you need to be able to be with our team. Confidential is one of the most important skill as you need your emp.
- Inclusivity is my strength; this means that I am mindful of everyone's unique backgrounds and experiences. Skilled HR professionals think of ways to celebrate different cultures and ways of life while also using team-building activities to bring everyone together. Private information about employees, making it important that you can keep these things confidential. HR professionals are often responsible for helping employees develop goals. As an HR professional, it's your job to understand each employee's perspective in the situation. This way, you can address the issue in a fair and ethical way.
- Prezzo confronted an employee cresses because people was coming to work just for a couple of weeks or months until they were able to find something better or a chance to grow up and improve themselves .If the members of a team are well trained will increase efficiency as they will be able to integrate and contribute to help the team, and if a team is gains efficiency will lead to profitability.