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HUMAN RESOURCES

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Module: Developing and Managing Individuals and Teams

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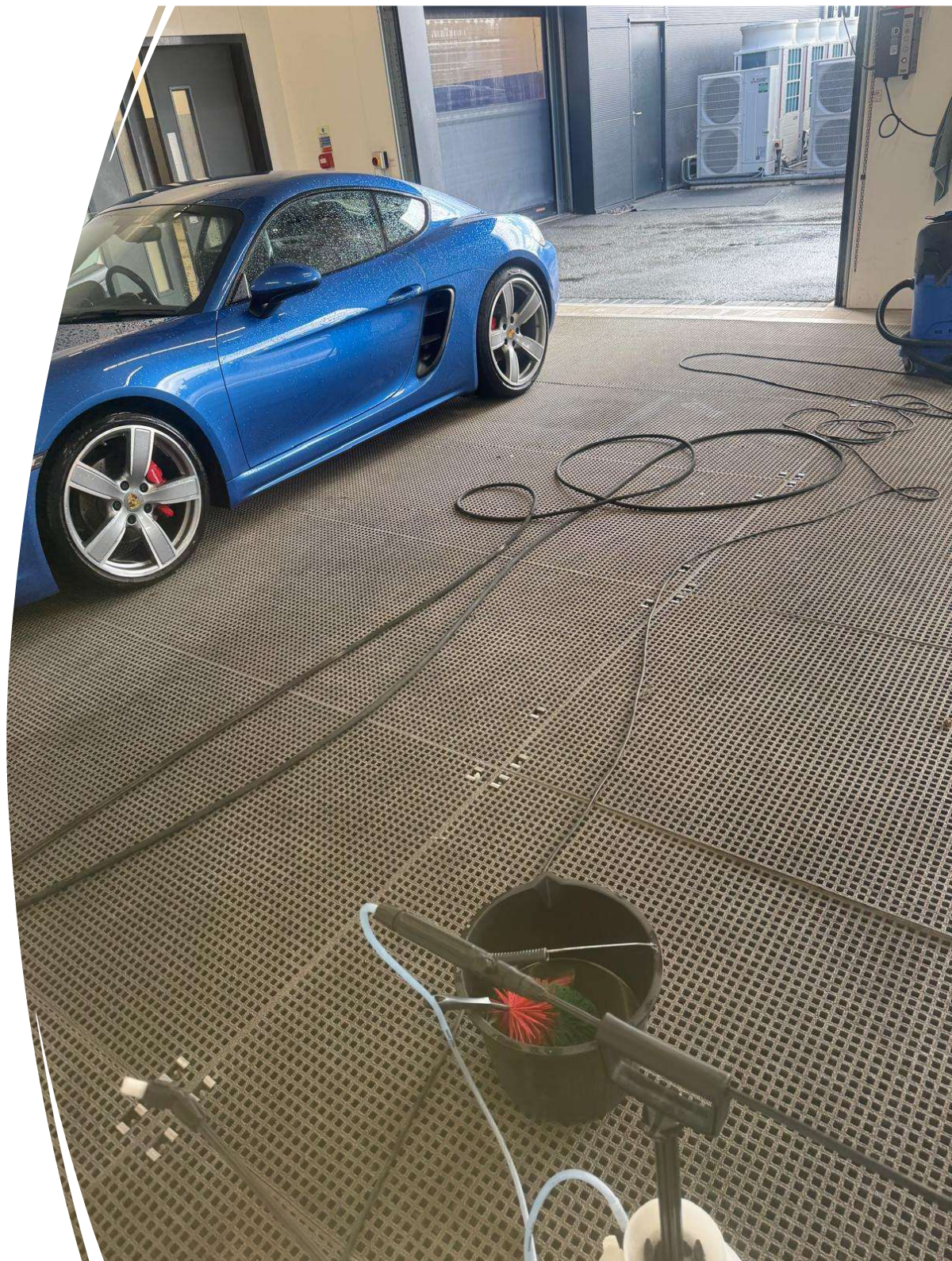
Introduction

- Dick Lovett Group
- Car Wash Operations



Recruitment Process

- Job analysis
- Job description
- Advertising the role
- Screening CVs
- Interviews
- Practical test
- Final selection



Recruitment and Training Strategy

- Growth of luxury vehicle services
- Need for specialized staff
- Protection of high-value vehicles
- Goal: professional recruitment and training



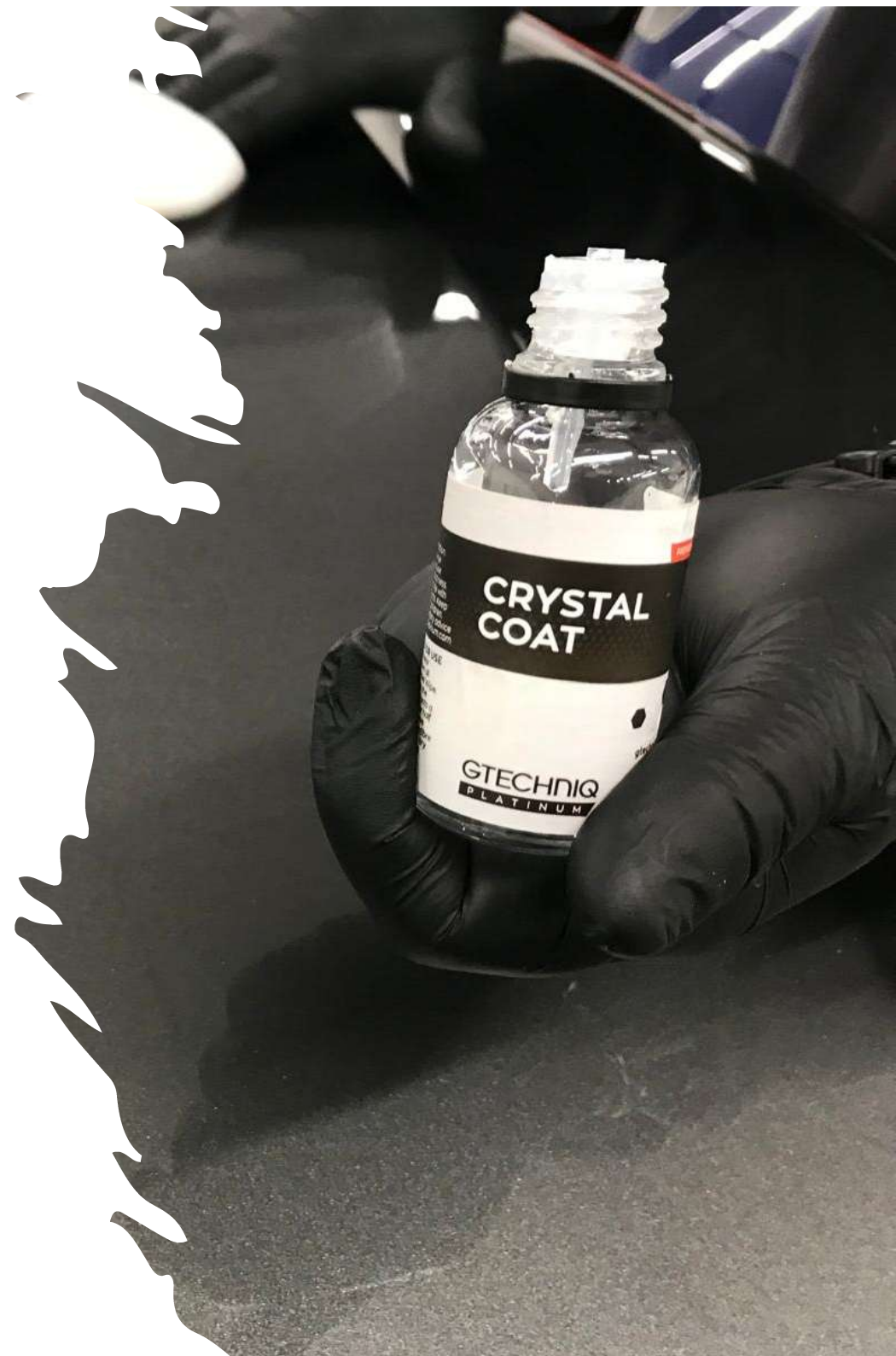
Recruitment Objectives

- Ensure attention to detail
- Reduce operational risks
- Improve customer satisfaction



Job Analysis

- Identify tasks and responsibilities
- Understand work environment
- Skills and competence



Job Description

- Role: Car Wash / Detailing Specialist
- Exterior and interior cleaning
- Service and full valet
- Polishing
- G-techniq



Interview Methods

- Online interviews
- Face to face interviews



Questioning Techniques

- Experience-based questions
- Open-ended questions



Online Interviews

- Initial candidate screening
- Faster recruitment process
- Flexible scheduling
- Cost efficient



Face-to-Face Interviews

- Observe body language
- Evaluate professionalism
- Better communication
- Final stage selection



Practical Interview

- Demonstration of washing technique
- Handling of materials
- Attention to detail
- Professional hability



Conclusion

- Professional recruitment improves quality
- Training reduces operational risk
- Protects luxury vehicles
- Supports Dick Lovett brand



- References

- Michael Armstrong – Armstrong's Handbook of Human Resource Management Practice
- Gary Dessler – Human Resource Management

