

Managing Enterprise in the 21 st century

BMSK4006; Business plan.

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Human Resources

“Human resources recognize that people are assets rather than liabilities in companies. In order to keep these assets optimally productive, human resources are there to make sure a company hires the right employees with potential, keeps everyone happy, and ensures that employees work together to perform a great team.” (investing answers2018)

We are dedicated team to serve best pizza and customer services. Our experienced manager, friendly staff, chef that completed an Amateur course training from London, plus two buzzing delivery drivers, are committed to give a whole new pizza culture experience.

Grab a pizza cafe, has a strong team of one manager, one chef, one counter service assistant and two delivery drivers.

pizza chef duties/ responsibilities in (Appendices 1).

Also, we need hire one counter assistant, previous experience in customer service would be essential. Role requirements and duties listed in (Appendices 2). Must have work permit to work in uk.

We will provide Esukta electric bikes, to the delivery drivers, with no insurance, no road tax required, which save operation cost.

Recruitment and Selection Process

- The advertisement for the job description will be on the local newspaper, Jobcentre plus, LinkedIn website and on business Facebook page. Applicants can apply online. If there's a suitable match for the job role, the applicant will be invited to the one to one interview.
- Best candidates will be selected based on skills and previous experiences.

Then the job offer letter is sent to the selected candidate. An employment contract and staff handbook to be signed and dated by new staff when starting to work.

For staff's wages refer to (Appendices 3).

Training and Development

- Induction day, and on the Job training for staff, ensure to enrol staff to Hygiene and food safety level 2.
- Timetable for staff refer to (Appendices 4)
- To give staffs handbook

Health and safety

- Safety programmes, providing health and safety policy regulations. Level 2.

Performance of employees

- To evaluate employee's performance on a regular basis in order to help them improve and develop more skills.

Employee engagement

- . To have equal rights, respect, trust and have chance to voice their views and concerns. Therefore, keep employees motivated and happy which will lead to a productive and successful business.

Compensation and benefits

- Liability insurance pay rise or performance bonus, paid holiday and sick pay.
- Pension scheme

The Equality Act 2010 policy and a guide from GOV.UK. Guidance to help me employ staffs for the first time. (refer to Appendices 3- 4)

Appendices 1

Job description/skills of counter service assistant

- Excellent communication skills.
- Friendly, polite, manner.
- The ability to work in busy environment.
- Numeracy skills to handle cash and stock
- Follow health and safety practices

Duties of this role

- Operating till and vending machines
- Always keeping eating and serving areas clean and tidy
- Capable of doing basic cooking or re-heating
- Handling customer enquiries and complaints
- Giving advice about content and menu choices
- To work efficiently at busy times

Salary – from £5.9 depending on age.

Hours of work- 35 hrs, 5 days a week.

Appendices 2

Staff wages

chefs pay is £10.85 per hour and £380 p/w and £1520 p/m.

2 Delivery Bikers pay is £6.32 h, £221.4 p/w, and 1 biker £885.6 p/m, 2 bikers £1771.2 total wages, however this is bikes/electric bikes with teenage employees in order to pay them less wages according to UK law, and no insurance, no taxes, no road tax for electric bikes.

1 staff counter service assistant - £5.9 h, £206.5 p/w and £826 p/m for teenage staff.

and the manager pay after the second month is £1582.8 p/m, £395.7 p/w and £11.30 h

Appendices 3

Pizza course details

the schedule for the course will be:

- **09:00 – 13:00 | Saturday**
- **09:00 – 13:00 | Sunday** the total cost of the course is of **£350**

Pizza Chef Duties

Pizza chefs usually start the day by preparing ingredients for pizza. They ready the pizza dough, grate cheese, slice and chop pizza toppings such as vegetables and meats. Some also make fresh tomato sauce, while others use prepared sauce. Pizza chefs may also prepare ingredients for calzones, sandwiches, garlic bread and simple pasta dishes. They then make pizzas and other foods according to customer orders. Pizza chefs usually make pizza to sell by the slice as well. In some cases, they may also be responsible for taking customer orders. Pizza chefs must ensure that the kitchen meets safety and health standards as well.

Salary- 10.85an hour, 38 hours a week

Mon- fri; 9-4 pm

Sat-9-12 pm

Appendices 4

Staff timetable

Staff name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Yen lai	10:00am-5:30pm	10:00am-5:30pm	10:00am-5:30pm	10:00am-5:30pm	10:00am-5:30pm	9:00am-1:00pm
Sabia begum	9:00am-4:00pm	9:00am-4:00pm	9:00am-4:00pm	9:00am-4:00pm	9:00am-4:00pm	9:00am-1:00pm
Kim Hai chai	10:00am-4:30pm	10:00am-4:30pm	10:00am-4:30pm	10:00am-4:30pm	10:00am-4:30pm	10:00am-12:00pm
Dragos Carbunau	12:30pm-6:30pm	12:30pm-6:30pm	12:30pm-6:30pm	12:30pm-6:30pm	12:30pm-6:30pm	12:00-3:00 pm
Counter assistant	10:30am-5:30pm	10:30am-5:30pm	10:30am-5:30pm	10:30am-5:30pm	10:30am-5:30pm	10:30am-3:30pm

Appendices 5

The Equality Act 2010

- You must not discriminate on grounds of sex, race, disability, age. Sexual orientation or religion throughout the entire recruitment process.
- It is a criminal offence to employ a person with no immigration permission to work in uk.

Appendices 6

GOV.UK guidance

- 1, You must pay your employee at least the national minimum wage.
- 2.Check if someone has the legal right to work in the UK. You may have to do other employment checks as well.
- 3.Check if you need to apply for a DBS check (formerly known as a CRB check) if you work in a field that requires one, eg with vulnerable people or security.
- 4.Get employment insurance - you need employers' liability insurance as soon as you become an employer.
- 5.Send details of the job (including terms and conditions) in writing to your employee. You need to give your employee a written statement of employment if you're employing someone for more than 1 month.
- 6.Tell HM Revenue and Customs (HMRC) by registering as an employer - you can do this up to 4 weeks before you pay your new staff.
- 7.Check if you need to automatically enrol your staff into a workplace pension scheme.

Reference list

Acas working for everyone, *new to HR- helpful acas resources for you*, (online) available at <http://www.acas.org.uk/index.aspx?Articleid=5636>. (date accessed on 29/10/18).

Blair. J, 5, July 2017, career trend, *Job description for a pizza chef*, (online) available at <http://careertrend.com/about-6754599-job-description-pizza-chef.html>. (date accessed on 2/11/18).

Richard Regalado Pizza school, (online), available at <https://www.italianpizzaschool.co.uk/course/> (date accessed on 2/11/18).

Investing answers, *human resources*, (2018) (online), available at <https://investinganswers.com/financial-dictionary/business-corporations/human-resources-5993>. 2018, (dated accessed on 28/10/18).