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Introduction to Tesco
Why Recruiting the Right Team Member Matters
Workforce Planning Process
Job Analysis (Customer Service Assistant)
Job Description
Person Specification
Recruitment & Selection Process
Critical Evaluation of Recruitment Methods
Identify Training Need of an Employee
Learning & Development Theories
Recommended Training Plan and Business Benefits
Conclusion
References

Table of Contents

Introduction to Tesco Plc



UK grocery market leader (Tesco, 2024).



Operates diverse retail services.



HR aligns strategy skills systems.



Why Recruiting the Right Team Member Matters

- Better hires raise productivity.
- Good recruitment reduces turnover.
- Human capital creates value (Wuttaphan, 2017).



Workforce Planning Process

Forecast labour demand accurately.

Identify future skills requirements.

Flexible staffing improves resilience (CIPD, 2024).



Job Analysis (Customer Service Assistant)



DEFINES TASKS
DUTIES
RESPONSIBILITIES



IDENTIFIES SKILLS
AND CONDITIONS

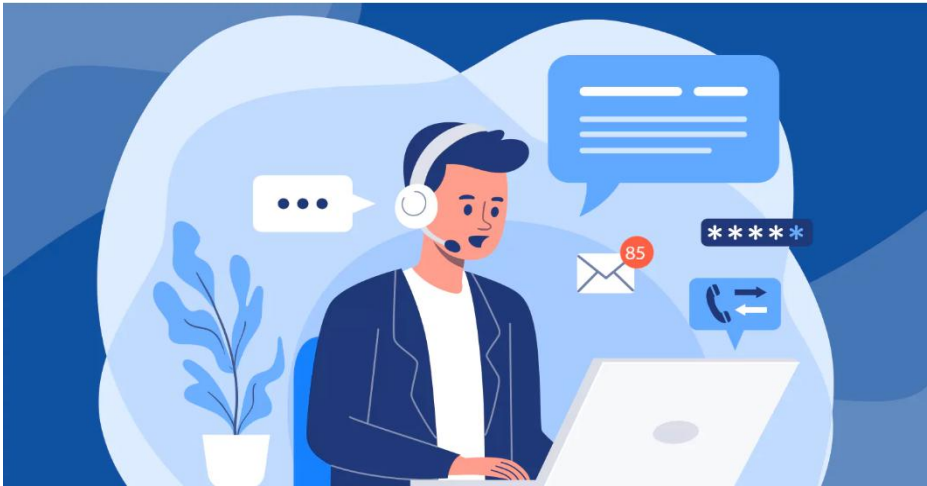


SUPPORTS
FAIRNESS AND
COMPLIANCE



Job Description

- Clarifies role expectations clearly.
- Sets measurable performance standards.
- Guides applicants and managers.



Job Title	Customer Service Assistant
Department	Retail Operations
Reports To	Store Manager
Duties	Customer support, shelf stocking, cashier tasks
Hours	Flexible shifts
Salary	Competitive hourly wage

Person Specification

- Lists essential candidate attributes.
- Person-job fit improves performance (Kristof-Brown et al., 2005).
- Structured hiring supports diversity.

Criteria	Essential	Desirable
Communication Skills	✓	
Teamwork	✓	
Customer Service Experience		✓
IT Skills	✓	
Problem Solving	✓	





Recruitment and Selection Process



Advertise shortlist
interview appoint.



Assess references
before offering.



Induction supports
faster integration
(CIPD, 2024).

Critical Evaluation of Recruitment Methods

Method	Advantages	Limitations
Internal Recruitment	Faster, cheaper, motivates staff	Limited talent pool
External Recruitment	New ideas, wider skills	Higher cost
Online Recruitment	Fast & broad reach	Many unsuitable applicants

- Internal hiring saves costs.
- External hiring adds innovation.
- Diverse recruitment improves decisions (Shen et al., 2009).



Identify Training Need of an Employee



Train customer service skills.



Improve systems complaint handling.



TNA targets real gaps (Noe and Peacock, 2008).

Learning and Development Theories

01

Rewards
reinforce
behaviours
positively.

02

Problem-solving
builds
understanding
effectively.

03

Experience
develops
practical
confidence (Kolb,
1984).





Training Plan and Business Benefits



SMART plans track progress.



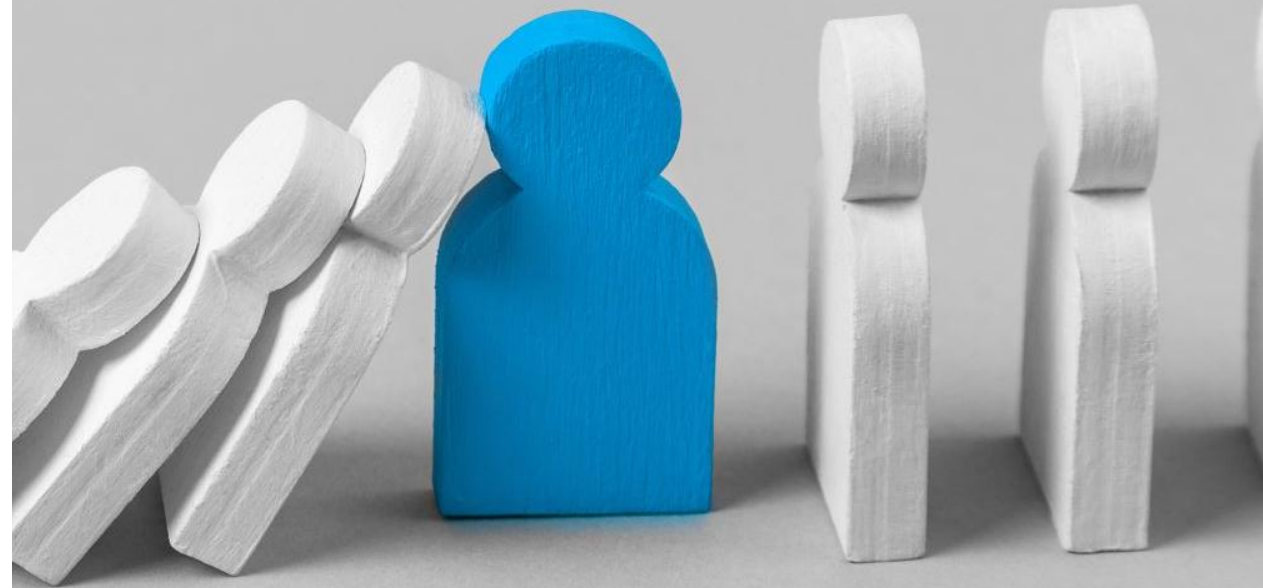
KPIs measure training outcomes.



AMO links performance drivers (Appelbaum et al., 2000).

Conclusion

- Recruitment and training integrate.
- Better staff improve loyalty.
- Sustains Tesco competitive success.



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