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Title: Recruitment and Training in a UK Company

Company: Tesco

Module: HR Management

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Module name and code: Developing and Managing individuals and teams

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# Company Introduction- Tesco

- Tesco is one of the largest retail companies in the UK.
- Founded in 1919.
- Operates supermarkets, hypermarket and online stores.
- Employs over 300,000 people globally.
- Focus: Customer service, efficiency and teamwork

# **Job Role: Customer Service Assistant**

- Works in Tesco stores assisting customers.
- Handles checkout operations.
- Provides product information.
- Maintains store cleanliness and organisation.
- Supports team members during busy hours.

# Job Analysis

- Job analysis identifies the responsibility and requirement of a role
- Methods used:
  - Observation
  - Employee interviews
  - Questionnaires
  - Performance analysis
- Helps HR create accurate job description.

# Job Description

- Job Title: Customer Service Assistant.
- Department: Retail Operations.
- Key Duties:
  - Assist customers
  - Operate tills
  - Restock shelves
  - Maintain store standards
  - Follow health and safety rules

# Person Specification

- Skills: communication, teamwork, problem-solving.
- Education: basic secondary education.
- Experience: retail experience preferred.
- Personal qualities: friendly, reliable, customer focused.

# Recruitment Process

- 1. Identify vacancy
- 2. Conduct job analysis
- 3. Advertise the job
- 4. Collect applications
- 5. Shortlist candidates
- 6. Interview and select
- Offer employment

# Selection Methods

- Application form screening.
- Interviews (structured interviews).
- Reference checks.
- Skills or situational tests.
- Final hiring decision by HR and store manager.

# Training and Development Needs

- New employees need training to perform effectively
- Key areas:
  - Customer service skills
  - POS system training
  - Health and safety
  - Team collaboration
  - Product knowledge

# Learning Theories Supporting Training

- Behaviourist: learning through repetition and reinforcement.
- Cognitivist: understanding processes and problem-solving.
- Humanist/Experiential (Kolb): Learning through experience and reflection.

# Training Plan

- Induction training for new employees.
- On-time-job training with supervisor.
- Workshop on customer service.
- E-learning modules.
- Continuous feedback and performance review.

# Conclusion

- Effective recruitment ensure the right employee is hired.
- Clear job descriptions and person specifications improve hiring quality.
- Training based on learning theories improves employee performance and organisational success .

# References

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- CIPD (2023) Recruitment and Selection Guide.
- Kolb, D. (1984) Experiential Learning Theory.
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