

Essential of People Practice- Task 1

1. You feel a good starting place is to learn about the employee lifecycle. You decide to explain the stages of the employee lifecycle and how a people practitioner could contribute to each stage. (AC 1.1)

Attract- This stage starts even before someone applies for a role within our organisation. Our first priority when recruiting is to capture the interest of potential candidates by presenting our business as somewhere that they would want to work. **(Fields, 2023)**. There are a number of ways we can contribute to this initial stage. One key action we can do is to regularly review our pay and benefits packages. If we offer pay rates that are competitive, or higher, than those of similar organisations, as well as appealing employee benefits, people would be more likely to be interested in joining us. **(McCartney, 2017)**.

Recruitment and Selection- Recruitment is the process of generating people to apply for a job role within the business. Selection is the process by which Hiring managers use various methods to choose the most suitable candidates from the applicants. It is crucial this is done correctly as stated by Gary Rees and Ray French in *Leading, Managing and Developing People*, 'Recruitment and selection has become ever more important as organisations increasingly regard their workforce as a source of competitive advantage.' **(Rees and French 176–177)**. We can contribute to this by sharing our knowledge and ensuring that all hiring managers are trained to comply with legislation. By doing this we can guarantee a fair recruitment and selection process that aligns with government guidelines and legal requirements.

Onboarding- The onboarding process begins the moment a candidate accepts their contract of employment and continues through to the end of their probation period. This part of the employee lifecycle involves various different stages starting with the impression formed before their first day in the business, this is built through the communication new starters receive and whether joiner instructions are clear and informative. The next stage of the onboarding process would be inductions, I personally think that the induction should be held on the employee's first day as starting a new job can feel daunting and new starters may feel out of their depth, this would help eliminate those feelings. **(Waite et al., 2021, pp. 98–99)**. We offer two types of induction, a Local induction and a Corporate induction. The Local induction is tailored to the employees' specific job role. It includes introductions to colleagues, health and safety procedures, their workstation, pay and benefits, as well as a tour of the workplace. The purpose of this induction is to equip the new starter with the necessary knowledge and support to perform their role. The Corporate induction introduces the employee to the organisation. It covers the organisation's history, vision and values and the future vision. The purpose of this induction is to help new employees feel connected to the organisation from the very beginning. It is important to carry out regular check ins with the new starter after this stage to ensure they feel supported and settled in their role. These check ins provide an opportunity to address any questions or concerns at an early stage of their employee lifecycle.

Development- It is important that we encourage and support our employees in their personal development. This not only ensures that they remain compliant and competent to carry out their job roles, but it also allows us to engage with employees individually to discuss their personal development plans. We can support employee development by providing opportunities for employees to attend training courses, job related activities, workshops and online training modules. The business can benefit from this as it helps to create a motivated, confident and a highly skilled workforce, which in turn has a positive impact on productivity. Additionally, this can foster a sense of value and loyalty among our employees which leads to improved retention, helping to secure a strong talent pipeline for the future. **(Farmer, 2022).**

Retention- Once we have invested in the earlier stages of the employee lifecycle it becomes crucial at this stage to focus on retaining talent. It is essential that employees continue to feel supported and are kept motivated, just as they did in the previous stages. This will help prevent them from exploring opportunities in the job market that may offer something they feel is lacking within ours. **(Waite *et al.*, 2021b, pp. 101–103).** We can achieve this by carrying out regular performance reviews with employees. This will give them the opportunity to voice any concerns and share feedback. This enables us to make any necessary adjustments to improve the efficiency of their role and address any issues before they lead to employees choosing to leave. It is also important that we regularly review our pay and benefits scheme to ensure we are offering competitive rates in line with similar roles in the industry.

Separation- We may lose employees due to involuntary reasons such as redundancy or dismissal or for voluntary reasons such as resignation or retirement. Whatever the reason, it is important that we fully support the individual by following the correct procedures as separation from an organisation can be a daunting, anxious and sometimes traumatic experience for the employee. It is essential that we have an exit interview with the individual to collect relevant data. **(Waite *et al.*, 2021c, pp.103).**

2. Explain the purpose and key content of a job description and person specification. Explain how job analysis can be used to decide on the content of these documents. (AC 1.2)

The purpose of a job description is to provide a summary of the job role and outline the key responsibilities. **(CIPD, 2024).** The key content within a job description is the job title, a brief description of duties, the key responsibilities, Skills and qualifications required, company benefits and salary. The purpose of a person specification highlights the personal criteria required for selection. The key content of a person specification focuses on behaviours. **(CIPD, 2024b).** Job analysis can be used to determine the content of these documents as it helps identify the knowledge, skills and abilities required for the role. It enables us to understand the specific job requirements and select the most suitable candidates to fill the role. **(Gray, 2022).**

3. Explain two different recruitment methods that Inter Luxe Hotel Group could use for the Food and Beverage Assistant vacancies and why the two methods are appropriate for the role. (AC 1.3)

One of the recruitment methods we could use for the Food and Beverage Assistant role would be social media recruiting. This recruitment method can reach a wide audience while keeping costs low. We can also set location preferences, set a spending cap, and specify the number of people we want the advert to reach. **(Matson, 2018)**. Another method we could use for this specific job role is an employee referral scheme. This method of recruitment can be beneficial to the business as current employees are unlikely to recommend someone unless they genuinely believe the individual is capable of performing the role effectively. **(Indeed, 2024)**.

4. Explain factors to consider when deciding on the content of copy used in the recruitment methods you have explained above. You could consider factors such as budget, balance between providing an accurate and positive image, space available, corporate image. (AC 1.4)

The content of copy used in the recruitment methods above need to be carefully considered as it can have an impact on our business. It forms a candidates first impression of the organisation and can influence whether we are able to attract top talent to fill the role. **(hrlineup, 2024)**. The content of copy will vary depending on various factors, such as the role we are advertising, the target audience, budget and more. If we advertise this role using social media recruitment it is important that our advertisement is on brand and aligned with the values promoted by our organisation. When using social media platforms, our content can reach a large audience, so it is crucial we present a strong, professional corporate image. It would be beneficial for our business to include information such as our unique employee benefits and competitive rates of pay. Our advertisement will reach many passive candidates who may not actively be looking for new employment but by highlighting these advantages, we can capture their attention and encourage them to consider employment within our organisation. Factors to consider, when using an employee referral scheme to advertise this role, is that turnover in Food and Beverage positions is typically high, meaning that we may need to advertise these roles more frequently. This method of advertising tends to have a lower financial impact compared to other methods as the only cost involved is the reward given as an incentive to the referring employee. **(Coburg Banks, no date)**. The content used within this method of advertising is typically out of our control as it relies on the thoughts and opinions of our existing employees. This highlights the importance of fostering a positive working environment where employees feel valued and engaged in their roles enough to recommend us as an employer.

5. Explain two different selection methods that Inter Luxe Hotel Group could use for the Food and Beverage Assistant vacancies and why the two methods are appropriate for the role. (AC 2.1)

One selection method we could use for the Food and Beverage Assistant role is interviews. This is an effective way to select candidates as it allows us to assess their communication skills. This would be appropriate for this role specifically as it involves a significant amount of customer service skills so strong communication and interpersonal skills are essential. Interviews also allow us to ask all candidates the same questions which allows for a fair comparison. **(Candidate Selection Methods: An Employer's Guide to Making the Right Decision, 2019)**. Another selection method we could use for this specific role is an assessment day. This provides a great opportunity for us to invite potential candidates in and set them specific, skill-based tasks. This method would be appropriate for this role as it allows us to assess an applicant's ability to perform the job and see how well they may fit into our organisation's environment.

6. Explain what selection records Inter Luxe Hotel Group should retain and why they should retain these records. (AC 2.4)

There are several reasons why it is important to retain selection records, the main reason is to prove that the recruitment and selection process has been carried out fairly and compliant to legal requirements. The selection process should appear fair from the very beginning of the process as it is the candidate initial impression of the business. **(CIPD, 2023)**. Candidates have the right to request feedback and access the information collaborated during their recruitment process. Retaining these records, for the allowed time, allows us to evidence that our recruitment and selection processes are fair and unbiased. The selection records we should retain include job adverts as this demonstrates that the role was publicly advertised and everyone had the opportunity to apply. Shortlisting records as they show the criteria used to select candidates. Interview questions and interview notes as they provide evidence that all candidates were asked the same questions and show how each interview was assessed.

(Word Count- 1,630)

7. Write letters of appointment and non-appointment for the Food and Beverage Assistant role. (AC 2.5)

Letter of Appointment



05/05/2025

PRIVATE & CONFIDENTIAL

(Candidate name)

(Candidate address)

Dear (Candidate),

Further to your recent interview, we wish to formally offer you the position of Food & Beverage Assistant Role at Luxe Hotel Group.

Your start date will be **Monday 9th June 2025** at 10:00am. Your contracted hours of work will be 24 hours per week on a rota basis as agreed with your line manager, Sophie Pavia-Lacey. Luxe Hotel Group operational hours are 24-hours a day from Monday to Sunday.

You will be subject to a 3-month probationary period and your rate of pay will be £12.50 per hour.

Your address of work will be **Luxe Hotel Group- Cardiff branch, Mill Lane, Cardiff, Wales, CF10 1EZ.**

Further terms and conditions of your employment are outlined in your Contract of Employment, which can be found in your Luxe Hotel Group candidate portal. If you wish to accept this offer of employment, please log in and electronically sign the Contract Acceptance form.

We are excited at the prospect of you joining our team and look forward to working with you. Please do not hesitate to contact me should you have any questions.

If you have not already provided a form of identification, it is essential that you bring this on your first day. This can be either a passport, or a birth certificate accompanied by an official document detailing your National Insurance number. Failure to provide eligibility will result in our offer being withdrawn.

This offer is subject to the receipt of satisfactory references, which we will be following up shortly.

Depending on the nature of your role, Luxe Hotel Group may also require that you apply for a Disclosure with the Criminal Records Bureau. If this applies to you then your offer of employment is also subject to Luxe Hotel Group being able to obtain a non-adverse effect DBS check. If you are required to obtain this, you will be contacted shortly by a member of the HR Department.

Yours Sincerely,

Sophie Pavia-Lacey
Food & Beverage Manager



Letter of non-appointment



05/05/2025

PRIVATE & CONFIDENTIAL

(Candidate name)

(Candidate address)

Dear (Candidate),

Thank you for attending your recent interview for the position of Food and Beverage Assistant at Luxe Hotel Group.

We are writing to inform you that you have been unsuccessful on this occasion and we have decided not to proceed with your application.

We appreciate the time and effort you invested into the application process and we would like to thank you for your interest in joining Luxe Hotel Group. We wish you the best of luck in your job search.

If you have any questions or require feedback, please don't hesitate to contact us on **01834 894 728.**

Yours Sincerely,

Sophie Pavia-Lacey
Food & Beverage Manager



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