

Personnel Resourcing and Development

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Introduction and Background

This report is about Hotel Hilton; this hotel is situated in the prime location of London. From this hotel, tourists can overlook the whole city directly. For this it attracted the tourists so much. This hotel has about 135 guest rooms, ten event rooms, a restaurant, a bar, in their restaurant they serve breakfast, lunch, dinner as well as snacks.

Beverage Department. The main reason behind making this report is identifying what kind of guidance is needed in those departments of the hotel. We will also talk about how guidance will help the staff of Hilton hotel to be more skilled so that they can provide better service. The 'Guidance Needs Evaluation ' is conducted between two departments; it also evaluates the need of guidance in the current situation as well as how much it impacts the engagement of the employee. In addition, they examined the relation of the engagement of the employee, retention of employee as well as the productivity of employee to Maslow's Hierarchy of Needs. At last, they consider the benefit that we get from the engagement of the employee, they also consider how the engagement linked up with the high-level staff retention, in reducing the turnover cost, in increasing the profitability of the company, lowering the number of absence of the employee and increasing the quality of team performance.

In this report we will focus on the employee engagement proposal. The employee engagement proposal will be defined as the emotional commitment of the employee towards the organisation and its goal. In this report we will conduct an employee engagement among Hilton's kitchen and food as well as its Beverage Department, we will discuss what kind of guidance is needed in this department and how much it impacted the engagement of employees. We will also discuss the relation between Employee's engagement and Maslow's Hierarchy of Need and offer Hilton a proper guidance session which will help them to make a highly engaged and skilled workforce.

Impacts of engagement of employee within the Workforce

Employee engagement helps a company in identifying which employee or which department needs which kind of guidance in account of processing, developing as well as improving their set of skills. This session of guidance would tailor to the individual person and their style of learning, it will help them in receiving guidance which has a relevance with the needs of the employee. For this employee will be more focused on their process of learning. Overall, they will be more focused and more engaged in their workplace because personal guidance makes them feel more acknowledged and more valued. Further, Employee engagement assists the employees in becoming so productive, innovative, and more efficient to their job. When they improve their performance, the employee assists more to the company to achieve the company goal. At a time, they will feel more valued and engaged more to the company as they are seeing the direct differences to the success of the company. So, an effective Employee engagement is must for a company as it improves the engagement of the employee at the same time the bottom-line of the employee.

As the employees are acquiring the skill through guidance and need evaluation, they will be more engaged which helps the employee to get promotion quickly. The internal management guidance program called Marriott Voyage Leadership Development Program will also help to improve the retention rate of the employee.

The guidance needs evaluation helps in identifying the type of guidance that is suitable for the employee for achieving the maximum engagement of the employee. It will be beneficial for the new employee more as informal coaching, mentoring, or shadowing the job than standard, formal guidance courses have happened before. If the Employee engagement is more specific to the individual employee, the more they will have engaged.

For achieving the maximum engagement, the guidance needs evaluation have to be addressed to the entire life cycle of the employee. It is especially during the stage of development and stage of on boarding. In the time of onboarding it is tough to identify the learning style of an employee and build a personalised guidance plan for the employee. In the stage of development guidance need evaluation must be reviewed regularly to see if the guidance that is being received by the employee is effective, making the employee skilled or engaged or not.

The purpose of employee engagement is described below-

Create a good environment: This HR department helps to create a good and wonderful environment for the restaurant to provide the best service for the customer and also for employees.

Controlling and designing organisational process: Controlling and designing organisational process is the important purpose for the HR department and they are able to make this for the development of the restaurant very sincerely. (Kaplan, 2005)

Customer relationship management: The main purposes are the CRM (Customer Relationship Management) for maintaining the restaurant performance and the HR department tries their best to maintain customer relation very well. (Swift, 2001)

The guidance program can be important in efficient working activity in every area of the workplace. There have given some areas from the below,

Increase job satisfaction level: By guidance and devolvment activities employees or staff can increase their job satisfaction level. They can inspire by getting motivation for arranging their lifestyle from the guidance session. (LeBoeuf, 1989)

Increase self-confidence: The employee can enhance or increase their self-confidence by learning or practising new things in the guidance season. It can help them to be more efficient and more productive at their workplace.

Inspire employees to reach their personal goals: at the guidance and practice session, the employee can get an important lesson to develop their personal goals as well as for the company's goal. If they are happy with their personal goals, they can work fruitfully or they can enjoy their work very peacefully.

Learn employees for controlling critical situations: In the guidance session, the employee can learn many new techniques for solving their work-related problem and learn about controlling a critical situation which helps the organisation to get productive workers and helps to reach their goal very hopefully. (Senge, 2010)

The Benefits of Employee Engagement

Increasing the retention of staff

The engagement of employees and the retention of staff is directly correlated. The employees who are engaged to the company are more likely to stay at their current job, because they have already made a strong bond with the company, environment, mission, and vision as well as the goal of the company. It decreases the turnover of staff and it also reduces the cost that is related to the turnover of staff like productivity losses, on-boarding, guidance as well as recruitment. Those are relevant with the hospitality industry as high turnover rates are so common. Because of the high staff retention rate, the issue of recruitment will also be alleviated because there will be fewer job positions that need to be filled.

Improving the consumer services

The employees who are highly engaged are so careful to their job as well as to their consumer. They help to improve the reputation of the company and the profitability as well. If the service of an organisation is good, consumers will tend to spend more money on that.

Lowering the number of absences

When an employee is more engaged to the work, they will be regular to the company. They may not be absent without valid reason. They come to the office regularly and do a lot of productive work. The less absenteeism the more quickly work will be done and the company will achieve their certain goal so easily and quickly.

Discuss how employment law affects the performance of employees

Employment law can affect the restaurant business. It can affect the development or growth of the restaurant policy. These are given from the below,

Equality in the workplace: According to the Civil Rights Act of 1964 is the major federal anti-discrimination figured that the sex, religion, colour, race, national origin. There are also have too many acts like age discrimination act in the equal pay act, disabilities act, employment act affects the HR functions in the restaurant to obey the equal opportunity acts. (Michael C. Harper, 1996)

Employment rights to pay equal: The EPA (Equal Pay Act) of 1963 strongly prohibits the discrimination in the payment method system on a gender basis. Which affects the management of human resources in the restaurant to give equal pay to all the genders.

Standardisation for the condition of employment: Some Acts set minimum standards to pay the employee for safety, employee leave etc., and the Federal labour standards Act sets minimum wage and overtime pay requirements, and some states also set for minimum wage that affects the industry to judge the employee according to their efficiency and effectiveness when HR manager's sets extra offer for the skilled person. Even, the occupational health and safety Act sets rules for the family and medical leave, safety, and family member's medical necessity which affects the HR department to control or balance the workplace. (Annette D. Bernhardt, 2008)

Evaluation and Conclusion

The employee of Hilton Hotel needs eight types of guidance currently. Those guidance courses will improve their skill, improve their performances, and boost up their engagement. They should apply guidance and evaluation for each and every employee it will assist to reach a self-actualization need, by this they will be highly engaged to the company.

I will recommend to Hilton Hotel that they should review the guidance needs evaluation regularly for ensuring that the guidance is mitigating the skill gap of employees effectively. The guidance must tailor the learning style of individual employees for achieving the maximum engagement to the learning process.

In the above discussion, we have gotten many ideas about Human Resource Management for a restaurant business. Here is given the recruitment, selection, guidance process for an employee to run a restaurant business very effectively. The employee relationship in the restaurant business is given clearly to maintain a good environment in the workplace of the restaurant. HR department helps the organisation or a restaurant to control their work and also takes responsibility to fulfil the company's mission and vision

The Human Resource Management department looks after the employee's performance, employees' allowance and also looks for the employee management of an industry. Where Human Resource Management for Service Industry covers the hospitality industry like hotel or restaurant business. For considering the problem of the industries culture or any kind of lacking in the employees guidance session, the hospitality industry takes care of the employees to increase the productivity and control the company's growth rate. It is recommended that the hotel reviews the employee engagement regularly throughout the 'employee lifecycle', to ensure that the guidance is effectively closing the employee's skills gap. Further, the guidance should be tailored to the employee's learning styles, to achieve maximum engagement in the learning process. This leadership is working with his employees; motivates the employees, takes opinion from their employees. Lenovo leadership always impacts employee's performance. Management always giving chance to employees to tell their opinion how the project will be solved or what kinds of needed massive changing for each project

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