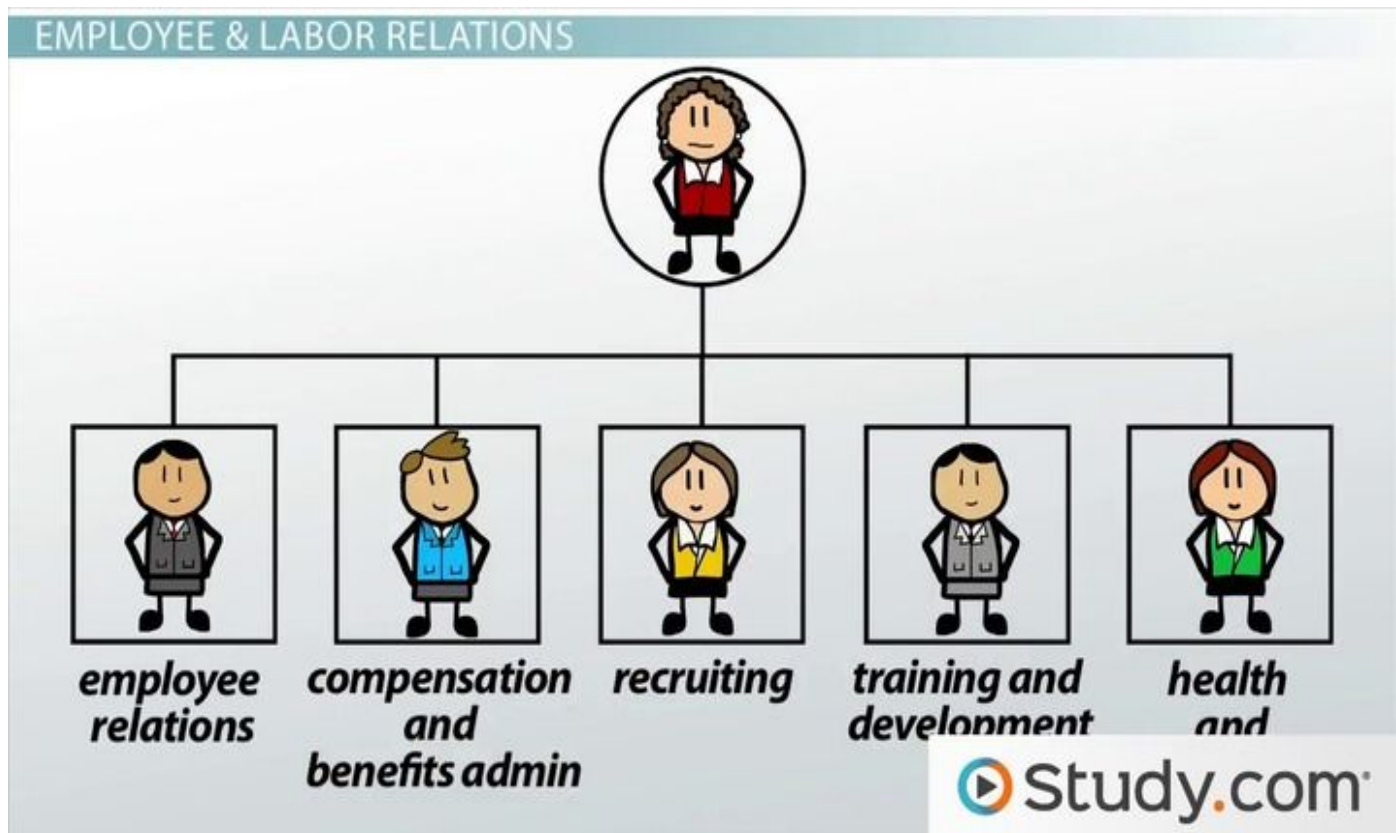


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Module: Managing Enterprise in the 21st Century



Vegan heaven Restaurant, LLC is a standard registered vegan restaurant business that will be located along one of the busiest roads in newport city. Our plan is to position the business to become one of the leading brands in Vegan line of business in the whole of Newport city. This might look too tall to dream but we as a team are quite passionate and optimistic that we will achieve this in 5years. We are enthusiastic and confident that Newport is the right place to launch our Vegan restaurant.

Human Resource Management:

Customers visiting a restaurant are not doing so merely for the food only but for the experience and the service which is created by the right staff. one of the common traits of a successful restaurant is a strong restaurant staff that works tirelessly to deliver top notch service to the customers. (Kenton, 2019)

- I'm going to be incharge of HRM. My responsibilities will be overseeing the smooth running of HR and administrative tasks for the organisation.
- Ensures operation of equipment by completing preventive maintenance

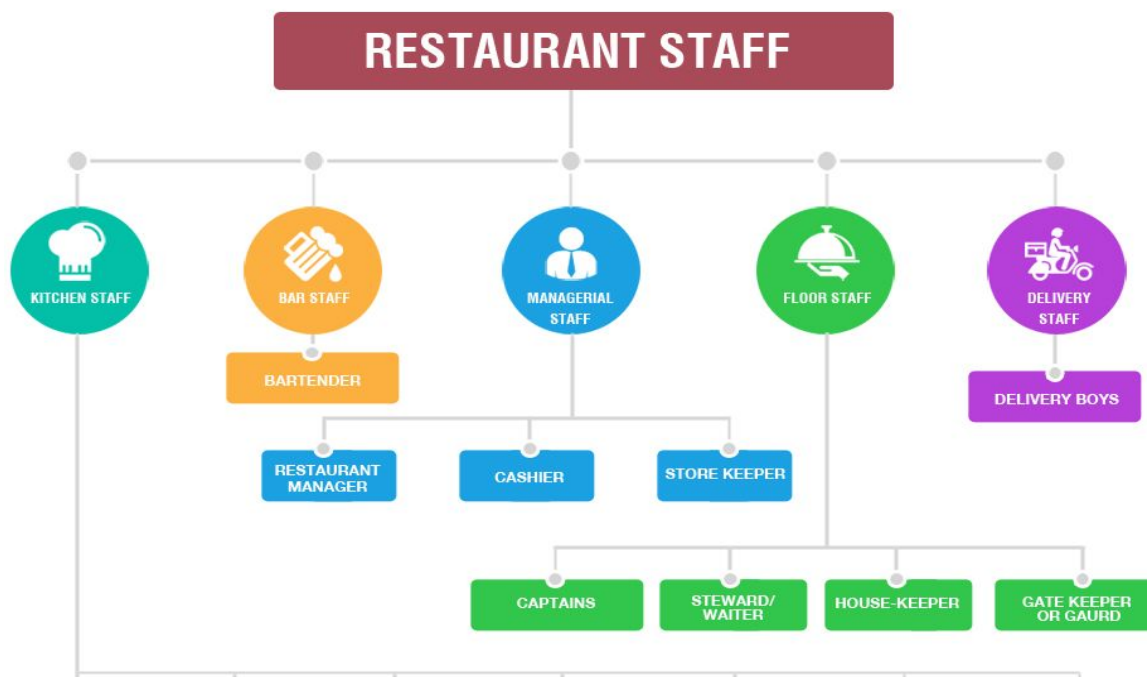
Since Vegan Heaven is medium size restaurant which will accommodate 90 customers at a time for dine in and for that we don't need to have a lot of employees. When we get more popular we will hire more people to serve our customers.

Running a restaurant is tough. There is so much more to it than cooking and serving tasty menu. Not only is it about providing great food, but also offering exceptional service to your customers and for that, I need a first class hospitality staff to help us run the show.

There are generally five departments in any restaurant business - kitchen Staff, managerialStaff, Floor Staff, Bartenders And Delivery Staff.

Sine Vegan Heaven is a medium restaurant we don't need to hire a lot of employees. When we first open we will employ nine people. When we get more popular and according to the demands and circumstances we will hire more people to accommodate our customers.

Restaurant hierarchy:



How many people need to be hired?

Every restaurant is different and number of staff we will need vary depending on our service, location and the type of restaurant we are going to open.

Staff cost are some of the most significant outgoings that restaurants need to pay. The balance of ensuring that we have the right number of staff to deliver a successful service and full customer satisfaction while avoiding salaries so large they negatively impact cash flow is hard. However it is also an essential calculation when it comes to achieving real financial success. (Mealey, 2018)

We four people(owners) are going to run the restaurant business and are going to share the jobs and apart from that we will hire employees.

Our restaurant's human resources structure majorly depend on our vegan concept with the capacity of 90 seating. Because we are offering fine dining so our numbers of servers will increase and the size of our restaurant also determines the manpower.

Manager:

The most important employee in the many restaurants is the manager. Manager is someone who is the 'face' of a restaurant and whose main responsibilities are dealing with customer service issues, overseeing general restaurant duties, help to set menu prices and purchase supplies, ensure the food quality coming out of the kitchen **is the** best it can be. (Julie, 2018)

For our business we need to employ preferably an experienced manager than a newly qualified. So we don't need to spend time and money on the intensive trainings. An experienced manager would be able to run our business smoothly with success using experience and skills required for that job. We are expecting that our manager is capable of;

- Manage proactively
- Be consistent
- Prioritize staff retention
- Keep an eye on customer satisfaction
- Take word of mouth seriously
- Invest in advertising
- Learn the operation by doing the work himself/herself
- Staffing needs
- Menu changes and updates
- Updating technology
- Problem solving
- Maintain rules and communicate well

Skills	Qualifications	Experience
Leadership & excellent customer service skills	Minimum of a Bachelor's degree or equivalent in business or a departmentally related field.	A minimum of three years of responsible leadership experiences in management or supervisory positions.
Communication skills & Commercial Awareness	Specialized training in managing HR preferred.	
Organisational skills & Time-Management		
Consistency & Problem Solving Skills		
Proactive planning & Numeracy Skills		

Accountant:

we are going to employ an accountant to manage our restaurant finances and We are looking for newly qualified accountant to keep the labour cost low. The requirements for this job are to have the knowledge of best restaurant accounting software for 2019, Restaurant accountant should be aware of cash flow , inventory and income statements. Along with the revenue of a restaurant comes including payroll and costs. All these tasks can keep a restaurant accountant very busy. (Bender, 2019)

Skills	Qualifications	Experience
Proficiency in IT	Graduates will need Five GCSEs. Grades A* - C including Maths & English	Not Essential
Self motivation and Integrity	Graduates honours degree in relevant subjects such as accounting, business or economics	

Business acumen and interest		
Team working ability		

Chefs:

At some restaurants, the star attraction is the chef. There are different types of chefs and their wages varies and depend on their experience, location, training such as culinary school.

We are going to hire an executive chef with 2 cooks, who have knowledge of Vegan food.

Cooks:

Cooks responsibility is to prepare food and appetisers, entrees and desserts and assisting chef. Most importantly making sure that work area is clean and to have any necessary equipment readily available.

skills	Qualification	Experience
Basic computational skills	Culinary Arts Training or	Relevant experience for a level 4 or level 5
Organisational skills	1 or 2 A levels or	
Equipment and butchering knowledge	Level 3 diploma	
Interpersonal skills		

Dishwashers: as the job title implies dishwashers keep clean dishes in a restaurant. My plan is to get by with two part time dishwashers, one working the lunch shifts and second covering the dinner shift.

Serving staff:

Finding the right serving staff is just as important as finding the right manager. The servers are the people with whom our customers will have the most interaction, so they must make a favourable impression to keep customers coming back. Servers must be able to work under pressure, meeting the demands of customers at several tables while maintaining a positive and pleasant demeanor.

In general there are two times of the day for the waitstaff: very busy or very slow. So I'm going to schedule my employees accordingly.

Because our restaurant is new, I may go with only experienced servers so I don't have to provide any extensive training.

Hosting staff:

We need someone to seat our guests, take reservations and sometimes acts as a cashier.

Alina will be taking care of this department and eventually when we will get popular and busy we will hire part-time hosting staff to cover the busy periods.

Bus Person:

We will be hiring 2 bus persons, who will be responsible for cleaning and clearing tables, taking dirty dishes to the dishwasher, setting tables and refilling and otherwise assisting the waiting staff. (Merriam-webster.com, 2019)

Delivery guy:

We are going to open a new business and we are not really sure how busy it's going to be so my intentions and plan is to hire two delivery staff for afternoon and evening shifts and those shifts can be rotated.

Delivery staff is the representative of your brand and must be trained properly. Delivery staff is as crucial as floor staff as these employees take your restaurant brand out on the roads and to the homes of customers. (The Restaurant Times, 2019)

It is very important for me as an HR incharge to be extra cautious about their driving license and background verification.

Bar tenders:

We are going to have a small bar in our restaurant which will serve wine, smoothies and healthy drink. So one bartender and couple of backups available, will probably be sufficient. Ruman will be taking care of this.

Bartender has to be skillful in his field as is the top position in the front of the house staff. .He should be fully aware of the types of drinks they serve, be it a cocktail or mocktail. (Mealey, 2019)

Job Roles In Vegan Heaven:

These are the job roles we are offering below;-

- HR - Naila
- Marketing- Ruman
- Manager- To be hired
- Accountant- To be hired
- Cashier/bookkeeping - Sharmin -take away orders/ph calls
- Tech guy- need to be hired
- Chefs- To be hired
- Waiters- To be hired
- Bartenders- to be hired/ Ruman
- Hosting staff- Alina
- Delivery staff- need to be hired
- Dishwashers- need to be hired

(Mealey, 2019)

(Murphy, 2011)

How to source restaurant staff?

The food service industry is almost dependent on human capital. Right from the preparation of the food to serving it, the restaurant's employees are the biggest assets. However staffing, hiring and retaining talent remains one of the biggest challenges of running a restaurant.

There are several methods that you can use to staff your restaurant.

Various methods of restaurant staffing are here:- (Roth, 2019)

1. Hiring through the word of mouth
2. Hiring through newspaper ads
3. Hiring through social media
4. Hiring through referrals
5. Hiring through job portals
6. Hiring through consultants

Social media has appeared as one of the most successful ways of reaching out to masses and has proven to be successful in restaurant staffing. Facebook especially has shown complete digital grip among public of all age groups and profiles.



A lot of consultants and restaurant owners are now using these industry-specific groups and pages as a tool to hire employees. It is also easy to recommend and share job vacancies with relevant people. (betterteam, 2019)

Hiring Through Referrals & Notices Board Bulletin:

According to an HR Professional of Lazeez Affaire Group, notice board bulletin work best. This method of restaurant staffing worked really well for that company, which employs 150-200 employees.

What happens is employees within the same company mostly refer their friends and family. Referred candidates usually turn out to be more trustworthy and a better fit than the ones who apply directly.

Hiring Through Restaurant Recruitment Consultant:

The agency shortlists the candidates and then we can choose the best fit to our restaurant requirements. The consultants are also responsible for the hired employee that he/she would work for more than six months once recruited by the restaurant. However, selecting candidates through the agency can be costly.

Hiring Through the Job Portals:

There are different job portals which can assist you in contracting. Posting jobs on those websites don't cost you much. It's important to fill in the necessary details related to the job such as position, job description, salary bracket, etc. this will make restaurant staff hiring relatively simple and can help to get the best staff like Managers, Accountants and Executive Chef.



Hiring Through Newspaper Ads:

Running classified advertisements in newspapers is one of the most successful ways of restaurant staffing. Classified ads work wonders, even for recruiting lower-level staff such as cleaners, housekeeping and delivery guy. It is cost effective and also targets the masses. Restaurant staffing is not a cakewalk. Finding employees who are just the right fit for one's restaurant in terms of skill and behaviour, is a difficult task indeed. (The Restaurant Times, 2019)

JOB OPPORTUNITIES

"Who can deliver a fantastic experience for our customers"

► Shift In Charge Qualification: Graduate (Male / Female)	► Accountant Qualification: B.Com / M.Com (Male / Female)
► Counter Staff Qualification: Intermediate Minimum (Male / Female)	► Cleaning Staff (Experience Required)
► Receptionist Qualification: Intermediate Minimum (Female Only)	► Rider Qualification: Matriculate Minimum

Drop / Email Your C.V.

**RESTAURANT STAFF
REQUIRED FOR HYDERABAD**

► **RESTAURANT MANAGER** Preferably from Operations field
► **F&B KITCHEN MANAGER** ► **ACCOUNTS MANAGER**
► **HR MANAGER**

Capable and Experienced Candidates to Email their detailed CV mentioning the Last Salary Drawn along with a Recent

marktsman

Conclusion:

When you are just starting your own restaurant, hiring can be difficult as we will be competing against established brands for the best staff but in the current economic and employment climate, there are plenty of highly skilled and qualified candidates actively looking for work opportunities, so this shouldn't pose too much of a problem.

Efficiency is key to being able to hire the best restaurant employees. That doesn't mean that the quality has to suffer. By carefully determining that you are looking for, sourcing from the right places, quick assessment and good training, you will be sure to succeed in hiring first-class employees for your restaurant and keeping it cost effective.

As the owner, I'm responsible for all HR aspects of my business, from hiring my team, through to firing any employees who aren't performing and everything in between.

So to hire awesome workers we will be marketing & advertising effectively on the right channels by following our marketing plan that is, who we are targeting and what is our budget?

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