

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)



**TAFE NSW Advanced Diploma of Hospitality Management
TOURISM AND HOSPITALITY
ASSIGNMENT COVER SHEET**

Section: Leadership in Hospitality Industry Package – Recruit & Select Staff

Assignment Title: Assessment 1 – Identify Staff needs & Administer Recruitment

Student Name: Chan Wan Chi, Venus (03), Chan Wing Sze, Ceci (04),

Fan Lok Man, Cathy (09), Tsang Pak Kei, Kei (22)

Tse Hoi Ting, Kennis (23), Yuen Wing Yan, Reyan (29)

Name of Teacher: Ms Brie Wong

Due date: 29 November 2010

Due date with extension: ____/____/____ Extension Granted by: ____/____/____

Received by: _____ Date: _____

Before you submit your work please consider the following

- | | |
|--|-----|
| 1. Is your assignment correctly referenced according to the sections guidelines? | Y/N |
| 2. Have you included a bibliography? | Y/N |
| 3. Is your assignment doubled spaced on single sided paper? | Y/N |
| 4. Have you stapled the assignment in the top left hand corner? | Y/N |
| 5. Have you kept a copy of this assignment? | Y/N |

This assignment is my own work, is expressed in my own words, except where appropriately referenced and has not been previously submitted for assessment.

Signature: _____ Date: _____

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Introduction:

For this assessment, we have now been promoted to Human Resource Assistant Manager. We need to recruit, select and induct one new staff member of our hotel's Front Office.

Part 1: Identify staffing needs

To Human Resource Manager,

I am Human Resource Assistant Manager. This is a report about recruiting an additional Front Office Clerk for job handling, to promote better service for guest and help to work more efficiency.

The reasons for requisition are because there are some feedbacks from customers that they think the service quality of the front desk is not good enough and seem to be disappointed. Staffs' attitude looks very bad and dissatisfied. The staffs of the front desk are always very busy. When the customers need helps, the staffs respond them very late.

Then, I asked the Front Desk Manager about that, and then I understand the main reason that why the staffs cannot provide good service to the customers. Since their work is very busy, but there is not enough manpower to work together. Some colleagues' health is also affected, they are sick because of over working with heavy stress. Beside, their morale becomes lower too. As a result, the service quality becomes worse.

On the other side, I also consult with colleagues why they provide a bad service to customers.

They grumble to me that the manpower is not sufficient to handle the work. They feel

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),

Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

exhausted after their work, which it has a negative influence towards their efficiency and quality of working, when the colleagues need helps, there do not have other colleagues can help them. Overall, we need to recruit an additional staff to share their workload.

Cathy Fan

Human Resource Assistant Manager

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Part 2: Job Description

- ☐ Position title: Front Office Clerk
- ☐ Department: Front Office
- ☐ Staff Leveling: General Level
- ☐ Terms of Engagement: Full-time
- ☐ Reports to: Front Desk Manager, Reservations Manager and General Manager
- ☐ Purpose: To present a personable, helpful, and professional image.

Responsible for checking guests in and out of the Hotel, making necessary travel arrangements, and assisting with general information.

Greet and welcome guests to the establishment and make sure they feel comfortable in their environment. To effectively and efficiently manage the lobby or greeting area of their employer's business while maintaining professional standards.

- ☐ Duties:
 - Greets and welcome guests
 - Responsible for checking guests in and out of the Hotel
 - Able to issues room keys, pamphlets, discount cards, etc
 - Able to operate cash drawer, handles cash, checks and credit card payments
 - Able to balance guest accounts
 - Able to maintain room availability
 - Make and confirms reservations via telephone and in person
 - Answer inquiries pertaining to hotel services, registration of guests, shopping, dining, and activities
 - Arrange transportation for guests

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

- Collect and distribute messages for guests
- Balance revenue at the end of shift
- Secure patrons valuables in safe
- Runs various reports on the computer for management
- Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems
- Perform other duties as required

☐ Conditions of employment:

- Basic Monthly Salary: \$ 8, 000
- Commission & Year-end Bonus: Eligible
- Annual leave: 14 days plus public holidays
- Working hour: One of three shifts:
 - A Shift – 6:00am to 2:30pm
 - B Shift – 2:00pm to 10:30pm
 - C Shift – 10:00pm to 6:30am
- Uniform: Knee length khaki colored skirt (females)
 - Khaki colored pants (males)
 - Black flats(females)
 - Black shoes (males)

Reviewed by

Human Resources Manager

Approved by

General Manager

Effective Date

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Part2: Job Specification

- ☐ Position title: Front Office Clerk
- ☐ Department: Front Office
- ☐ Staff Leveling: General Level
- ☐ Terms of Engagement: Full-time
- ☐ Reports to: Front Desk Manager, Reservations Manager and General Manager
- ☐ Purpose: To present a personable, helpful, and professional image.

Responsible for checking guests in and out of the Hotel, making necessary travel arrangements, and assisting with general information.

Greet and welcome guests to the establishment and make sure they feel comfortable in their environment. To effectively and efficiently manage the lobby or greeting area of their employer's business while maintaining professional standards.

- ☐ Essential Selection Criteria:
 - 1 year experience in previous customer service, and cash handling
 - Certificate in Diploma in Hotel Operations and Management
 - Hong Kong Certificate of Education Examination
 - Strong written and have excellent oral communication skills, particularly on phone
 - Basic reading and math skills
 - Basic computer skills (Microsoft Word, Microsoft Excel and Microsoft PowerPoint)
 - Able to speak English, Putonghua and Cantonese
 - Able to understand and carry out instructions
 - Able to work in a team environment
 - Accuracy and attention to detail at every level

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

☐ Desirable Selection Criteria:

- Able to develop loyal client relationships
- Other foreign language studies (e.g. Japanese, French, German)
- Experience with corporate customers
- Able to maintain a professional manner under stress
- Able to answer questions concerning the Hotel and the area
- Able to do use manual handling when there was any problems like power failure of the computers.
- Able to use the PMS (Property Management System)

Reviewed by

Human Resources Manager

Approved by

General Manager

Effective Date

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),

Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Part 3: Obtain approval for recruitment initiatives

TO : Human Resources Manager

From : Department of Front Office

1. Position: Front Office Clerk

2. Status of position :

☐ Permanent ☒ Temporary ☒ Full-Time ☐ Part-Time

3. Reasons for requisition: They work very busy, but do not have enough manpower.

Some colleagues' health were also affected, they were sick because of over working with heavy stress. Beside, their morale become lower too. As a result, we have to recruit an additional staff to share their workload.

4. Type of requisition :

☐ Replacement ☒ Additional ☐ Vacancy

5. If it belongs to the type of replacement, please specify the information of the current staff being replaced as below :

Staff name : _____

Position : _____

Annual Salary : _____

Reasons for leaving : _____

6. Brief Description of the anticipated job duties :

The main job duties is make and confirms reservations via telephone and in person and answer inquiries pertaining to hotel services, registration of guests, shopping, dining, and activities.

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

7. Number of staff required: 1

8. Supposed date of commencement : 1 February 2011

9. Details of requirement for the staff :

I. Qualification: (e.g. post-graduate, degree etc.) <ul style="list-style-type: none">• Certificate in Diploma in Hotel Operations and Management• Hong Kong Certificate of Education Examination
II. Work Experience : <ul style="list-style-type: none">• 1 year experience in previous customer service, and cash handling.• Experience with corporate customers
III. PC Skills : <ul style="list-style-type: none">• PMS (Property Management System)• Microsoft Word, Microsoft Excel and Microsoft PowerPoint
IV. Languages : <ul style="list-style-type: none">• English, Putonghua and Cantonese• Other foreign language studies (e.g. Japanese, French, German)
V. Budgeted Salary Range : <ul style="list-style-type: none">• Basic Monthly Salary: \$ 8, 000
VI. Other requirements : <ul style="list-style-type: none">• Able to develop loyal client relationships.• Able to maintain a professional manner under stress.• Able to answer questions concerning the Hotel and the area

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),

Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Signed by Department Manager:	Signed by Human Resources Manager:	Approved by CEO/ COO/ GM
Date :	Date :	Date :

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Part 4: Design an advertisement for position



To Human Resource Manager,

I am Human Resource Assistant Manager. This is a report about the advertisement for recruit additional front office clerk base on the consultation with staff and guest. This recruitment is to promote better service and release the heavy workload from others.

This advertisement is designed by me, which size 12(h) x16(w). And I decided to place our recruitment start from 3rd December to 17th December2010 for two weeks. I found two medias to compare which one is the most suitable. Here are the followings:

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

	Classified Post-Fuel	Jiu Jik
Target Market	Universities student or degree holder	Post-secondary or university student
Printed per week	1 (every Firday)	2 (every Tuesday, Friday)
Distribution point	Selected MTR stations	MTR stations
	Universities	
	Education centres	IVE&VTC
	Hand distribution	
	Commerical buildings	High traffic areas
Special offer	--	14 days free online job posting
5 Day package price	\$3,344	\$5,760

Base on the above I think we could place our advertisement in Jiu Jik, although Fuel got a cheaper price than it, but it circulation would less than Jiu Jik because of the circulation of Jiu Jik is 190,000 copies per week. Jiu Jik printed two times per week, it represents that Jiu Jik is more updated than Fuel. For the distribution points, people can get Jiu Jik in every MTR stations while Fuel could only find in the selected MTR stations. Also, Jiu Jik has a special offer which a 14days free online job is posting under the website, its match our planning very much. So that I hope you would accept my opinion.

For further information, I have enclosed to you for reference.

Cathy Fan

Human Resource Assistant Manager

Subject Teacher: Ms Brie Wong

Date: 26 November 2010
Page 12 of 20

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Information for Jiu Jik

招職 Fact Sheet

Circulation

190,000 copies every week



Distribution Points

- MTR stations: Kwun Tong Line, Tsuen Wan Line, Island Line, Tung Chung Line & Tseung Kwan O Line
- All Universities in Hong Kong
- All Institutes under the Hong Kong Institute of Vocational Education (IVE) of the Vocational Training Council (VTC)
- Hand-to-Hand distribution every Monday, Wednesday and Thursday at key commercial and industrial districts
- High traffic areas in the New Territories every Friday, including Shatin, Fo Tan, Tai Po, Sheung Shui, Tin Shui Wai, Yuen Long and Tuen Mun

MTR Passenger Profile

Age

20 to 39 years old 53.3%

Occupation

General Workers 44%

Managers/Professionals/Business Owners 27.3%

Students 15.8%

Monthly Personal Income

Less than \$19,999 77.8%

\$20,000 or above 22.2%

Jiu Jik - Readership Survey*

Currently employed 98%

Would kept for further reference 86%

Will share with more than 1 person 70%

Plan to change jobs 65%

Width x	6.2	9.4	12.6	15.8
Height (cm)	(2 col)	(3 col)	(4 col)	(5 col)
5	\$960	\$1,440	\$1,920	\$2,400
6	\$1,152	\$1,728	\$2,304	\$2,880
7	\$1,344	\$2,016	\$2,688	\$3,360
8	\$1,536	\$2,304	\$3,072	\$3,840
9	\$1,728	\$2,592	\$3,456	\$4,320
10	\$1,920	\$2,880	\$3,840	\$4,800
11	\$2,112	\$3,168	\$4,224	\$5,280
12	\$2,304	\$3,456	\$4,608	\$5,760

Standard Package

Buy 1 get 4 Free
14 days free online service

Contact us 聯絡我們

Tel: 2565 8811 Fax: 2565 7272

E-mail: jiujik@scmp.com

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Page 13 of 20

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Information for Fuel



DISTRIBUTION

fuel has its own unique distribution network specific to executives across high-traffic commercial and industrial areas. fuel will also receive added exposure throughout Classified Post's extensive network channels.



fuel is distributed every Friday

Over 2,000 distribution points:

- > Commercial and industrial buildings
- > Selected MTR stations
- > All universities
- > Major continuing education centres in Hong Kong
- > Hand distribution in over 70 high traffic business areas

	Minimum Size cm (h) x column (w)	Rate Per Column cm (HK\$)
STANDARD RATES		
Full display	3 cm x 1 col	\$209
SPECIFIED SECTIONS		
Double cover	28 cm x 7 col	\$400
Back page	35 cm x 7 col	\$293
Inside Front P.2 - P.4	35 cm x 7 col	\$251
Inside Back	35 cm x 7 col	\$230
Specified position	68 col cm	\$251
Specified page (except Inside Front and Back)	68 col cm	\$230
FUEL WITH CLASSIFIED POST*		
2 insertions within 7 days	3 cm x 1 col	\$293
COLOUR		
Standard spot colour	60 col cm	+15%
Full colour	60 col cm	+30%
Full reverse black	60 col cm	+10%
HOT JOB (index page)		\$1,000 per job
PRINT PLUS	No. of Job Postings	Rate (HK\$)
Will post on ClassifiedPost.com for 28 days	1 - 2	\$360
	3 - 5	\$680
	6 - 10	\$950
	11 - 20	\$1,200

*Same size is required

JOB SEEKER PROFILE*



Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),

Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Part 5: Communicating with Applicants

Rejection Letter

Ming Hoi Hotel

2266 3333

12 Cheers Villa

Cheers Avenue

North Point

Hong Kong

24/12/2010

Dear Kei Tsang,

RE: Front Office Clerk Position

Thank you for taking the time to come to Ming Hei Hotel to meet our interview team. The team enjoyed meeting you and our discussions.

We interviewed a number of candidates for the Front Office Clerk position, and selecting suitable applicants from resumes has been a difficult task. Many of the applicants owned a high standard of skill for the position.

In this instance, you have not been selected for the position. We will keep your applications on file for six months and contact you should a suitable position arise in the future. We will welcome your application.

We wish you success with your job search and in the future. Thank you for your interest in

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Page 15 of 20

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

our organization.

Yours faithfully,

Ming Hoi Hotel

Venus Chan

Operations Manger

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),

Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Acceptance letter

Ming Hoi Hotel

2266 3333

12 Cheers Villa

Cheers Avenue

North Point

Hong Kong

24/12/2010

Dear Kei Tsang,

RE: Front Office Clerk Position

Thank you for application for the recently advertised Front Office Clerk Position with our hotel.

The letter is written to tell you that you have been successful among many eximious applicants in attaining this position.

We make your interview at 9: 00 a.m. on January 5, you are expected to arrive 15 minutes before start. The interview will take approximately 40 minutes. You will be handed a set of questions and have 15 minutes to complete. You must bring the original copy of your references with you.

We wish you success again with the interview and meet you on that day.

Yours faithfully,

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Page 17 of 20

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Ming Hoi Hotel

Venus Chan

Operations Manager

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

Part 6: Preparing interview process

To Human Resource Manager,

About the interview format, I suggest to choose the traditional interview. As a front office staff, she or he must be smart. It is because our customer comes to our hotel, the first Impression is very important, so their looks must be staid, behaviors must be well-mannered, tongue must be bitter and show their professional. Use the traditional interview, we can be deep understand colleague his/her character. Anyhow, everything about their performance must be qualified. The traditional interview format, it can provide the strict and regular environment for us to finish the interview well.

About “who does the interview”, I suggest by panel. We could arrange the relevant staffs to do the interview at the same time together. We need to select an interview time when everyone is available. It could good for the interviewers to remember each applicant and there is little disruption to normal operation, can avoid some repeat questions.

We will prepare 10 questions before we meet the applicant which include the following questions:

1. Tell me about yourself.
2. What are your strengths and weaknesses?
3. How do you respond to working under pressure? Give example
4. What are your preferred working conditions, working alone or in a group and why?
5. Why should I give this position to you instead of the other people on the shortlist?
6. Are you a careful person?
7. Give an example of your previous works in which your attention to details has been

Subject Teacher: Ms Brie Wong

Date: 26 November 2010

Subject: LHI-RSS

Assessment: Sem1-Assessment1

Name and Class Number: Venus Chan (03), Ceci Chan (04), Cathy Fan (09),
Kei Tsang (22), Kennis Tse (23), Reyan Yuen (29)

important.

8. Why do you wish to leave your current position?
9. If you had a magic wand what thing would you change about your present job circumstances?
10. What would you hope to achieve in the first 12 months?

About filing the recruitment records, the human resource department should have procedures and systems to file applications correctly. The electronic and hard copies should be stored with lockable filing cabinet, with access limited to the department and those who involved in the recruitment campaign. The successful candidate's resume can be kept on file, while other applications should be shredded. All applications are strictly confidential and need to be handle considering privacy laws. The information in the applicants cannot be used for any other purpose than the applications process.

Cathy Fan

Human Resource Assistant Manager