

Unit 1 Contemporary Hospitality

LO2.1

Understand staffing in the hospitality industry

Assess the Staffing Requirements of Different
Hospitality Industries

Skill levels grouped in three (3) categories

1. Supervisory

- The head of a food service kitchen, executive, head, working chef or kitchen director.
- Must have management and supervisory skills as well as thorough knowledge of food production.
- A leadership position requires an individual who understands organizing and motivating people, planning menus and production procedures, controlling costs and managing budget.
- A leader must have the “*know how*”
- Must be able to work well with people under extreme pressure.

2. Skilled and technical

- While the chef is the head of the establishment the cooks are the backbone. These workers carry out the actual food production.
- These workers must have knowledge of and experience in cooking techniques or the dishes in the department.
- They must be able to work well with other department

3. Entry level

- Entry level jobs in food service usually require no particular skill or experience.
- Workers are assigned to jobs like; washing vegetables, and preparing green salads and washing pots, pans, and eating utensils.
- As knowledge and experience increase they will be given more complex tasks.
- Many chefs began their careers as a pot washer.

Skill level

- *Skilled.*- Skilled employee is one who is capable performing duties effectively, efficiently, and accurately with limited to no supervision. The worker must be able to read and have analytical skills

Eusabia Ondieki & Samson Kuria Kung (2013).

- *Semi-skilled.- Semi-skilled employee is one who has just enough knowledge of the duties to be performed and the ability to work with simple tools and machines to get the job done.*

Eusabia Ondieki & Samson Kuria Kung (2013).

- *Un-skilled.- “Un-skilled employee is one who possesses no special training and whose work involves the performance of the simple duties which require the exercise of little or no independent judgment or previous experience although a familiarity with the occupational environment is necessary.”*

Eusabia Ondieki & Samson Kuria Kung (2013).

Apprenticeship

- Apprenticeship is limited to skilled that meets basic criteria of work training that is available for work.

These occupation has to meet these criterion

- 1) Systematic and structured way of learning practical skills on the job while being supervised.
- 2) clearly identified and commonly recognized throughout an industry; and
- 3) The learning and gaining of manual or technical skills and knowledge . (ILO 2012).

management Trainee

- A management trainee is an individual who undergoes training for management or supervisor positions within the organization or an affiliated organization. A management trainee program is one of the most effective ways to prepare persons to make the transition to become future managers.

Employment Status

- A full-time employee is primarily employed to a particular job and working 40 hours/week. The hours of work for an employee is dependent on the industry in which they operate and the agreements that were made between employee and employer.

Part-time

- Works less than a 38-40 hour work week. These day and hours are usually set by the employers as these employees will fill a specific function at a specific time.

Casual

- Casual employees do not have regular work hours and as such work hours are not guaranteed and are only paid for hours spent on doing a job. The primary thing about this employment is they are called as soon as a job becomes available.

foreign worker

- A foreign worker is a person who works in another country which he or she is not a citizen or resident within.
- These workers are required to have a working permit to be able to legally work within the country.

Reference

- Eusabia Ondieki & Samson Kuria Kung (2013). *Hospitality Employment: Policies and Practices in Hotels in Kenya*. Journal of Tourism and Hospitality Management, Vol. 1 No. 1, pp. 32-37
- ILO (2012). *Overview of Apprenticeship Systems and Issues: ILO contribution to the G20 Task Force on Employment* . International Labor Office, pp. 1-27
- United Nations (2013). *United Nations Economic Commission For Europe: Human Resources Management and Training*. Pp.1-280