MANAGEMENT   THESIS –I

ON

RECRUITMENT   &   SELECTION PROCESS

IN SUN –N- SAND HOTEL

BY

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CHAPTERS:

ACKNOWLEDGEMENT

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INTRODUCTION

HOSPITALITY   INDUSTRY:

Hospitality industry is a phrase covering variety of service industries that are conserned with customer service such as providing them food and beverages . it is often applied to hotels and resorts.

The cost and quality of hotels are usually indicative of the range and type of services available. For the sake of comparability rating systems has been introduced. With the one to five stars classification being most common.

The 5 star hotel segment has grown the fastest during last 5 years. Further this segment can be divided into 3 sub segments as luxury, business & leisure. Over the last few years the country has witnessed a   large influx of business. Travelers owing to the relaxation of the government s stand on direct investments for most of the sectors of the country.

FACILITIES   PROVIDED

1.   139 WELL appointed rooms   and   suites and seven food   and beverages   outlets.

2. services such as airport lounge workstation florists travellist golf and tennis shops.

3. Well-equipped halls catering to the needs of   10- 800 people.

3. Business center , multicuisine fine dining restaurant coffee shop beauty saloon health club swimming pool etc., are the various facilities provided.

OBJECTIVES

Project is done keeping in mind the following objectives.

1. To study the recruitment and selection process in the organization.

2   To study the effectiveness of recruitment and selection system in the organization and to find loop holes if any in the current system.

3. To gain practical knowledge of functions of human resource department.

4   To suggest various areas of improvement in the current recruitment and selection system.

LIMITATIONS

MY   research   suffers from   some   limitations:

1   recruitment and selection has a very vast scope. Particularly in big
    organizations it is inconvenient to cover all the levels of personnel.

2   HR   people are highly involved in their work and taking their time for
     queries was difficult.

3   some confidential information regarding the human resource policies
     cannot be disclosed.

4   Recruitment and   selection are expensive in both time and money.

RESEARCH   METHODOLOGY

Research methodology is a scientific and   systematic for pertinent information on a specific topic. It may be defined as the science of collection presentation analysis and interpretation of the data.

My research   for this project involved   collecting   all details of recruitment and   selection practices at   sun –n- sand Hotel.

Population:

The total population at sun-n-sand hotel   pune is 350. It includes staff, executives and managers.

Sample:

The sample size was 20 of the total employees. The employees from staff category , executive category , was   selected in the sample size.

Sampling method:

The sampling method used for my project is random sampling in this technique every item or unit of the population has an equal opportunity for selection and this selection is in no way influenced by personal bias and prediction of the researcher.

Data   collection:"

I   collected   the data by both the   methods primary as well AS SECONDARY.

PRIMARY   DATA   COLLECTION:

PRIMARY data is original in character. It was collected with the help of following methods. As these methods were best suited in the given situation.

1   questionaire   method -

a questionaire was given to the sample size of employees that is 20. the questionaire contained 11 objectives close ended questions. The questionaire was as per the format enclosed.

2   personal interview method :

Data from human resource department was collected with the help of personal interview with the personnel of human resource department the human resource manager executive officer were interviewed during the visits and information was collected from it.

SECONDARY DATA COLLECTION:

SECONDARY   data   is not originally collected   but rather obtained from publishe3d or unpublished sources. It was gathered by referring human resource manual of the hotel and various management books.

LITERATURE   REVIEW :

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In a study of natural resource volunteers smith and Finley 2004
determined that 41% of 4-h parents volunteers and natural resources professionals
remember equipped halls catering to the needs of 10- 800 people
e. Smith and finely called for thyme development of a simple tool to identify those
likely to achieve success as a 4 h volunteer as a result 2003 volunteer
admi9nistration academy culp and syivers 2003 deeloped a volunteer
recruitment packet as a tool to be used   by extension professionals
office staff   and   volunteer leaders.

U7ses   and implications:

1.; the recruitment packet contributes to effectives time management by
helping extension   professionals become proactive at recruitment and
focusing on the big picture need for volunteer involvement.

2.   All   volunteers receive consistent, inclusive information about extension its
programs sand the need for volunteers.

3   Recruitment packets are professional in appearance and be customized for
individual countries.

4   Packets facilitate shared responsibility for recruitment lend themselves for
delegati8ng recruitment to individuals besides the agent.

5   The recruitment packets provider ficus for theprogram identify and
articulate trhe need for the volunteer position and provide specifis details
and information about nthe volunteer role or opportunity.

FINDINGS:

SELECTION   PROCESS

1   PRELIMARY   INTERVIEW

2   SELECTION   TEST

3. EMPLOYMENT   INTERVIEW

4 REFERENCE   CHECK

5. FINAL   SELECTION

6   PHYSICAL   EXAMINATION

7   JOB   OFFER

8   PLACEMENT

EXTERNAL   RECRUITMENT;

1.   PLACEMENT   AGENCY

2.   WALK   IN

3.   CAMPUS   PLACEMENT

4   CONTRACTORS

5   CONTRACTORS.

<u>DATA   PRESENTATION   AND   ANALYSIS</u>

INTRODUCTION:

THE data collected through primary and   secondary method is classified and interpreted. This data can be presented in 2   forms:

- ➢ Tabular presentation
- ➢ Diagrammatic or graphic presentation

This method of   presentation   of data used by me is pie diagram. The pie diagram is useful to show the percentage breakdowns.

Q 1.   HOW LONG HAVE YOU BEEN WORKING WITH SUN—N---SAND?

OPTIONS: 7 YEARS

            3-7 YEARS

            3-1 YEAR

             BELOW 1 YEAR .

INTERPRETATION:

        45% OF employees are working with the hotel for less than 3 years but more than 1   year 40 % are working with the hotel for less than a year 10 % are working with the hotel for more than 7   years and 5 % of employees comes under the category of working for less than 7 years but more than 3   years.

Q 2. How did you come to know about the vacancy in the hotel ?

Options :   placement agency

Walk in

Campus placement

References

Others.

Interpretation:

From the above question   40% of employees have come to

From vacancies   through   references. 30%   from walk INS

15% from other sources   10% from placement agency and

5% from placement through campus.

Q 3 WHAT MADE YOU TO CHOOSE THIS HOTEL?

OPTIONS: NAME / BRAND OF THE   HOTEL

CHOICE OF THE LOCATION/ CITY

GROWTH PROSPECTS

COMPENSATION & B ENEFITS

OTHER

INTERPRETATION:

55 % HAS chosen this hotel because of brand . 35% of employees have chosen because of better growth prospects.5% have chosen because of   choice of location and   remaining 5% have chosen because of personal reasons.

Q 4 . HOW did you find your job interview system?

Options: HIGHLY SATISFIED

SATISFIED

AVERAGE

NOT SATISFIED

INTERPRETATION:

5O% EMPLOYEES FIND THEIR JOB INTERVIEW HIGHLY SATISFIED. REMAINING 50% ARE SATISFIED IN THEIR JOB.NONE OF THEM FIND IT AVERAGE OR NON SATISFACTORY IN NATURE.

Q 5   HOW   IS   THE   SELECTION   PROCESS?

OPTIONS: QUICK

TAKES   REASONABLE   TIME

VERY   TIME   TAKING

CANT   SAY

INTERPRETATION: 90 % OF EMPLOYEES SAY   THATN SELECTION PROCESS IS QUICK. REMAINING 10% SAY THAT IT TAKES RESONABLE TIME.

Q 6   HOW IS THE NATURE OF INTERVIEW?

OPTIONS: IN DEPTH

PATTERNED

FREE

CAN'T SAY

INTERPRETATION: 45% OF EMPLOYEES FEEL THAT NATURE OF INTERVIEW IS IN DEPTH,.. 30% OF EMPLOYEES SAY THAT INTERVIEW IS FREE. 20% ARE SAYING INTERVIEW IS PATTERN. 5% OF EMPLOYEES CANT SAY ANYTHING about the nature of interview.

.

Q 7   DID YOUR INTERVIEW WAS TAKEN AS PER THE SCHEDULED TIME?

OPTIONS: YES

             NO

INTERPRETATION: 100% EMPLOYEES AGREE THAT THE INTERVIEW WAS TAKEN AS PER THE SCHEDULED TIME.

Q 8   WHICH FACTOR SHOULD BE GIVEN WEIGHTAGE ?

OPTIONS; QUALIFICATIONS

EXPERIENCE

SKILLS

ALL THE ABOVE

INTERPRETATION: 75% EMPLOYEESS SAY THAT QUALIFICATION,
EXPERIENCE & SKILLS   SHOULD   BE GIVEN EQUAL
WEIGHTAGE.
10 %   SAY QUALIFICATION SHOULD BE GIVEN WEIGHTAGE.
10%   SAY SKILLS OF THE PERSON SHOULD BE GIVEN
WEIGHTAGE.
5 % FEEL THAT EXPERIENCE SHOULD BE GIVEN
WEIGHTAGE.

Q 9   IN WHICH AREA NOW   YOU   ARE   MORE   INTERESTED   AFTER   JOINING?

OPTIONS;   PROFESSIONAL DEVELOPMENT

FINANCIAL   STATUS

AMOUNT OF   RESPONSIBILITY   TO   BE   GIVEN

WORK   ENVIRONMENT

EMPLOYEE   POLICY

INTERPRETATION: 45%   INTERESTED IN   PROFESIONAL   DEVELOPMENT

25% INTERESTED IN FINANCIAL   STATUS

15%   INTERRESTED   IN   WORK   ENVIRONMENT

10%   INTERESTED   IN AMOUNT OF   RESPONSIBILITY.

5 % INTERESTED IN   EMPLOYEMENT POLI CY.

Q 10   ACCORDING TO   YOU   WHAT IS THE   BEST   SOURCE   OF RECRUITMENT?

OPTIONS: ADVERTISEMENT

CONSULTANT

REFERENCES

WALK IN

INTEREPRETATION;   50 %   FEEL   ADVERTISEMENT AS BEST   SOURCE.

20%   FEEL   REFERENCES   AS   BEST   SOURCE

15%   FEEL   WALK IN   AS BEST   SOURCE

15%   FEEL   CONSULTANTS   AS   BEST   SOURCE.

Q 11   IS   RECRUITMENT PROCESS   TRANS PARENT?

OPTIONS ;   YES

NO

PARTIALLY

CAN'T   SAY

INTERPRETATION;   80 % FEEL IT IS   TRANSPARENT

5%   DON'T AGREE

15%   EMPLOYEES   CANT SAY

OBSERVATIONS

AFTER WORKING IN SUN -N- SAND FOLLOWING OBSERVATION
WERE OBSERVED.

1   RECRUITMENT AND SELECTION ARE CORE FUNCTIONS AND
NEED TO BE CONDUCTED WITH GREAT CARE AND
EXPERTISE.

2.   SUN- N—SAND HR DEPARTMENT STAFF ALONG WITH
DEPAR5MENT HEAD PLOYS AN IMPORTANT ROLE IN
IMPRIVING MORALE OF EMPLOYEES AND ENCOURAGE
THEM TO PERFORM BETTER IN FUTURE.

3   THE RECRUITMENT AND SELECTION PROCESSS BEGINS WITH
FINDING THE RIGHT PERSON FOR THE RIGHT JOB.

4.   SUCCESS OF HR DEPENSS UPON JUDING AND EXTRACTING
YHE STRENGTH, INTELLIGENCE OF EMPLOYEES PROPERLY.

CONCLUSIONS

During my project work training I HAVE gained valuable knowledge

regarding the HR functions. Also got the feel of thorough professionalism in

the hotel. Project work training has helped me in gaining the experience of

practical application of human resource practices with relevance to theory.

THUS , it can be concluded that recruitment and selection emphasizes on matching the needs of organization to the needs of the applicant and there by minimizing employee turn over as well as enhancing satisfaction. This finally leads to the success of the organization.

SUN-N-SAND HOTEL pune is following the HR practices successfully and effectively. This results in improved quality of service productivity a nd financial performance. As a result sun –n –sand is growing secession in the coming future.

Role of Human resourse department in service industry is vital as the customer is always there present and needs to be served perfectly.

SUGGESTIONS & RECOMMENDATIONS :

Fresh employees should be informed through vacancies. So that they can be encouraged to forward the names of their friends , relatives, and acquaintances. This may create more choice available in the hands of HR department to fill the vacancy.

Psychological tests , aptitude tests should be conducted in the

selection process of non technical personnel because it helps in determining candidate ability , aptitude and personality.

It is suggested that suggestion committee should be organized so that valuable suggestions may come out as well as employees also feel a sense of involvement and motivation.

ADVERTISEMENTS in news papers is very effective as internet is wide accessibility. It enables prospective candidate to screen themselves in order to find out whether they are fit for the job for which the advertisement has been issued.

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- ❖ WEBSITE VISITED S- WWW. WUN-N-SAND HOTEL.COM

ANNEXURE

➢ QUESTIONAIRE FOR EMPLOYEES.

➢ EMPLOYEE REFERENCE FORM

SUN-N-SAND
PUNE

QUESTIONAIRE

NAME : --

DEPARTMENT : -------------------------------

1. HOW LONG YOU HAVE BEEN WORKING WITH SUN-N-SAND ?

    7 YRS

    < 7 YRS BUT > 3 YRS

    < 3 YRS BUT >1 YEAR

    BELOW 1 YEAR

2. How did you come to know about the vacancy in the company ?

    placement agency

    walk in

    campus / college placement

    references

3. what made you to choose this hotel ?

    name of hotel or brand

    choice of the location or city

    growth prospects

compensation and benefits

other

4. How did you find your job interview system ?

    highly satisfied

    satisfied

    average

not satisfied

5.   how is the selection process ?

quick

very time taking

takes reasonable time

cant say

6.   how is the nature of interview ?

in depth

patterned

free

cant say

7. did your interview was taken AS per the scheduled time ?

yes

no

8. which factor should be given weight age ?

qualification

experience

skills

all the above

9. in which areas now you are interested after join8ing?

Professional   development

Financial status

Amount of responsibility to be given

Work environment

Employee policy

10 . according to you what is the best source of recruitment /

adverticement

consultant

references

walk in

11. is recruitment process transparent ?

yes

no

partially

cant say

EMPLOYEE   REFERENCE   FORM

NAME :--

PERIOD ;--

Give your remark in two or three sentence about the above mentioned persons , whom we are considering for employment in our organization.

While rating , your remarks please keep in mind the character , nature , and honesty are covered.

REMARKS;

_____

_____

_____

_____

SIGNATURE; ------------------------------   DATE : ---------------------------

NAME ;---   PHONE: ------------------------------

ADDRESS:---