

Chapter 2 Outline

Job Analysis
 Select Jobs for Analysis
 Determine What Information to Collect
 Determine How to Collect the Information
 Determine Who Collects the Information
 Process the Information
 Write Job Descriptions and Specifications

Job Design

Legal Issues

Classifications of Employees

Staffing Guides
 Set Productivity Standards
 Determine Total Anticipated Sales and Guest Volume
 Determine Number of Employees Required
 Determine Total Labor Hours
 Estimate Labor Expense

Forecasting Sales Volume
 Trend Line Forecasting
 Moving Average Forecasting
 Seasonality
 Other Methods of Forecasting

Competencies

1. Explain the importance of job analysis and how to analyze jobs in the hospitality industry. (pp. 55–63)
2. Describe how the results of job analysis are used in job descriptions and job specifications. (pp. 63–65)
3. Explain the function of job design, and describe how managers apply techniques of job design. (pp. 65–68)
4. Describe the classifications of employees that make up an organization's labor force. (pp. 69–72)
5. Explain the importance of a staffing guide and identify the steps involved in developing a staffing guide. (pp. 72–76)
6. Apply trend line and moving average techniques to forecast business volume and labor needs. (pp. 77–78)