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The Employee Experience

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The Employee Experience

Question one

Compliance with the legal policies that guide the operation of a consultancy firm plays a major role in enhancing the social responsibilities of a business. A business needs to familiarize with the legal issues guiding the performance and the practices of the business. Compliance with legal issues helps to avoid legal issues that may hinder business operations (Szablowski, 2019). The legal policies set aside by the government helps the business to set up policies that uphold the diversity of current and future business operations. The effectiveness of a consulting firm specializing in hotel assets management and revenue enhancement strategies depends on the level of compliance with the policies developed by the business and the legal procedures put forward by the business.

The following are the legal issues that the consulting firm in the hotel asset and revenue enhancement should consider while developing their policies. The business should give equal and professional services to all the clients despite their social, political and economic background. The consultancy firm operating in the field of hotel asset management and revenue management should put up measures that are not biased in any way. The firm should ensure that different clients get equal treatment in terms of service delivery.

The organization should ensure that the services that are offered to different organization meet the set standards. Additionally, the firm should ensure the development and implementation of strategies that ensure equality in service delivery (Schachner et al.,2016). When setting up standard, the organization should ensure that the standards offer complies with the legal issues

that guide the development of the operational standards in the hotel management and revenue management strategies by a consultancy firm.

The consultancy firm offering hotel asset and revenue management should ensure uniformity in the standards of performance. The uniformity in the standards of performance ensures that the business is not biased in its operations. The uniformity of the standards of operation should be guided by the legal issues that are put forward by the United States Acts on the standards of performance. To ensure compliance with the legal standards of performance, the business should ensure that it incorporates legal performance standards when setting its standards (Lenz & Glückler, 2021). The following are the key issues that the business should ensure

1. There is the provision of high-quality services by hiring professional services.
2. Incorporating legal issues such as transparency in its operations
3. Appreciating the different beliefs of the clients.
4. Complying with the set hotel management standards.

Question2

The following are the areas that show the evidence of a problem in the restaurant. The dining structure of the restaurant is one of the most common areas where the problem of low customer satisfaction can be observed. If the restaurant does not provide effective dining services that cater to the needs of different clients, then there is a higher probability of not meeting the customer's satisfaction. There are various needs that the customer needs on the dining of the restaurant. For example, the restaurant should provide sufficient space and platforms where the clients can hold special occasions such as birthdays and dates. The lack of these platforms indicates the major problem in the restaurant (Klarsfeld et al. 2016). Additionally, the restaurant should ensure that

the dining services are attractive enough to satisfy the clients. For example, the restaurant should ensure there are comfortable and classic seats.

The provision of low-quality food meals is another indication of a vital problem in the restaurant sector. Provision of food and substances that does not meet the customer's satisfaction is one of the main problems affecting the effectiveness of the restaurant business. Similarly, poor employee benefit is another key challenge that affects the effectiveness of the services provided in the restaurant sector. Poor employee benefits include the provision of poor remuneration services (Juntarawijit & Juntarawijit, 2017). Poor health hygiene in the restaurant is also another problem that affects the effectiveness of the restaurant business.

Several issues show evidence of a toxic work environment in a restaurant. One of the primary factors showing the characteristic of a toxic working environment in the restaurant includes poor communication among the employees. The presence of undefined communication channels in the restaurant may cause improper coordination of activities between staff in the restaurant (Janssens & Steyaert 2019). The second characteristic of a toxic working environment in a restaurant is the presence of unmotivated restaurant staff. Unmotivated staff contributes to the provision of poor services to the clients. The third sign of a toxic working environment is the presence of a harsh boss, and lastly, lack of efficient tools and equipment is to use in the restaurant.

To change a toxic working environment in a restaurant, the organization should consider improving the communication within the channel. The organization can facilitate proper communication channel within the organization by developing the proper channel of communication that should be used to communicate to the employees. Finally, the provision of

employee motivation schemes is essential in increasing the quality of services offered by the organization.

Question3

The element of diversity can be detected in the organization by providing employing employees from different genders or including both men and women (Chang et al.,2021). The organization should ensure diversity in assigning different tasks in the organization, for example, the organization can employ a certain ratio of men and women in the management positions and the rest in junior positions.

Inclusion is another key concept that the organization should use in its operations to facilitate its success. Inclusion includes the use of policies that include the organization's workers in its plans (Bessen, 2018). The inclusion of different people in the organization plan helps boost creativity in the business operations, such as coming up with the right brand to increase the firm's profitability.

The organization should ensure that all the employees are included in the organizations plans to facilitate the exchange of important ideas, which facilitates the growth of the business. Similarly, the organization can maintain the equality concept to facilitate its growth. The equality in the treatment of the employees of the business help to create a conducive environment for the employee's operations. The creation of a conducive environment for the employees helps increase the productivity of the employees.

There are various metrics that the organization should use to measure the effectiveness of the diversity, inclusion and equality concepts in its plans. To measure the level of diversity, the organization can measure the level of employee turnover. If there is a high rate of employee

turnover, the organization should consider improving the level of diversity in assigning responsibilities to employees.

Similarly, the organization can measure the effectiveness of inclusion techniques by measuring the level of employee retention. If there is low employee retention in an organization, then the organization should improve on including the employees in its plans because it acts as a motivation to the employees, hence retaining them (Arntz, Gregory, & Zierahn, 2016). Finally, the organization can use the diversity and inclusion scorecard to assess the accountability of the leaders in facilitating diversity and inclusion.

Finally, the organization can measure the equality of its operations by developing a policy that ensures equal employees' treatment in the organization plan. The organization should collect data on the level of equality in the business by following various equality techniques. The organization should assess equality by observing issues like the level of gender equality in allocating tasks to employees.

Question4

There are various factors that the organization should consider before deciding to use automation of certain tasks. Automation is the process of the use of a machine to carry out a certain task. To allow effective use of the machine, the organization needs to consider various factors before deciding to automate the tasks to ensure a high level of effectiveness in its operation.

The first factor to consider before deciding to automate a certain task includes the automation of other processes. The automation of a certain task affects the primary task or the task before the automation. It is important for the organization to consider the effects of automation of these

tasks. Generally, automation has the effect of speeding up processes. The speeding up of processes may cause various effects on the effectiveness of the organization processes before and after the automation. For example, due to the high speed of the automated task, the firm may require a faster method to supply materials to avoid delays. Similarly, the organization needs an efficient delivery system to move the automated products to other departments. Therefore, the organization should consider the coordination of the processes before and after automation.

A monotonous job is another essential factor that the organization should consider when deciding to automate a certain task. The organization should consider the repetitiveness of the task to be automated. The organization should consider automating those tasks that are repetitive (Anjum et al., 2018). The automation of these processes is essential since it enables the employees to concentrate on a more important and demanding process. Further automation of tedious processes help improves the efficiency of the firm's operation. The efficiency of the firm's operations is facilitated by saving time taken by human to do the task.

The third important factor that a firm should consider before deciding to automate a task is the cost of automation. The organization should consider the cost of automating the process before deciding. The cost incurred for installing various automation machine is one of the high costs that the organization should consider. If the cost of installing and maintaining the machine is expensive than hiring more workers, the organization should consider hiring more workers than automating (Acemoglu & Restrepo, 2019). The automation process may cost the organization various overhead costs such as the electricity cost and water. The organization should consider the availability of these resources before automating the processes.

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