SITXHRM401 ROSTER STAFF

STUDENT FULL NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

STUDENT ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CLASS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 TEACHER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Assignment 3:

 **Roster Scenario**

 Use the Hospitality Industry (General) Award and Fair Work Australia as a template for payment and conditions; write a roster for a one off function. The function is for a wedding with 300 guests. You will be serving four courses plus the cake and doing drink service to the tables as well as from the bar before and after the formal dinner, allow one front of house for every 30 guests and five back of house, three chefs (1 Head,1 Sous,1 Cook) and two kitchen hands. The guests are to start arriving at five thirty and will sit down to dinner at six thirty. Roster must include also basic preparation done the day before in the central kitchen. As well the room will be set up during the day. It can’t be done any earlier as a function was in that room the day before. There is another function in the room the next day so the room has to be completely pulled down that night. The function is costing $150.00 per head and the wage percentage allowed is 25%. Students are to write a roster for both front and back of house that meet the wages budgets and which provide a level of staffing sufficient to ensure the delivery of high quality customer service

**Students are to write 300 words explaining why the rosters they have produced to meet legal, award requirements and industrial agreements also how they will ensure high quality customer service and operational efficiency, and how / when the roster will be communicated to each individual staff member ( a copy must be provided) and explain any possible changes that could be made in the case of some of the staff are sick or if they have any special situation that would make them unavailable. How administer records of shift time of employees and contractors. In addition to this students must explain the importance of both updating staff records accurately and completing timesheets accurately and within designated timeline**