

## Contribute to the selection of staff for activities

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### Overview

This standard is about helping to identify suitable personnel for work. This standard is for hospitality team leaders, first line managers or supervisors.

Businesses can only deliver high quality services to their customers if they have staff with the right attitudes, experience, training and potential to grow in their jobs. However, recruitment decisions also have an impact internally too. Not only are the right employees key to keeping clients happy and establishing a lasting reputation, they are also central to a company's internal business culture

This standard covers key areas such as how to make a case for additional staffing requirements and the selection process appropriate to identify and recruit appropriate staff.

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

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### Performance criteria

You must be able to:

1. Identify staffing requirements which take account of work objectives and working constraints
2. Ensure that the staffing requirements you identify are based on valid and reliable information
3. Present identified staffing requirements to the relevant people at a time and in a format appropriate to your organisation
4. Use assessment and selection methods suited to your organisation to assess and select staff; where appropriate during selection, listen carefully, clarify points and rephrase others' statements to check mutual understanding
5. Show integrity, fairness and consistency in decision making; make sure your selection is based on an objective assessment of the available information against agreed selection criteria
6. Record your contributions to the selection process ensuring they are complete, accurate, clear and concise, meet organisational requirements and, where confidential information is concerned, are kept secure

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## Knowledge and understanding

You need to know and understand:

1. How to make a case for additional staffing requirements in a way which is likely to influence decision-makers positively
2. How to collect and check the validity of the information necessary to contribute to staffing requirements
3. The legal organisational requirements which relate to the identification of personnel needs
4. The type of work objectives and constraints that may influence considerations including: work plans, financial considerations, staff availability, the recruitment pool and organisational values and policies
5. How to identify and interpret the work objectives and constraints which are relevant to identifying your personnel needs
6. How to present suggestions for selection effectively
7. The importance of confidentiality during selection processes and what kinds of information may be made known to which staff
8. The importance of keeping accurate, complete and clear records of ones contributions to the selection process
9. Legal requirements for the selection of staff
10. Organisational and industry requirements for the selection of personnel
11. The range of methods which may be used for the assessment and selection of staff and the relative advantages and disadvantages of these for your team
12. The contribution you can make to the assessment and selection of staff
13. How to make fair and objective assessments against criteria during the selection process

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### Behaviours

**The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor**

1. You show integrity, fairness and consistency in decision making
2. You listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding
3. You present information clearly, concisely, accurately and in ways that promote understanding
4. You keep confidential information secure

### Links to other NOS

This standard is a sector specific standard and is linked to all other standards in the Hospitality Leadership & Supervision suite of standards.

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