

## THE ORGANIZATION OF THE HUMAN RESOURCES AT RAMADA HOTEL

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### **Abstract**

*“Ramada” is a hotel range held by the Worldwide Wondham Group. Ramada brand was created in 1954, and in September 2008 it had been holding over 850 hotels in 25 countries from the world.*

*Ramada’s hotel activity aims are nourishment and tourism services. Aba Turism SRL is registered at the Chamber of Commerce with the unique code RO222095548, CAEN Restaurant.*

**Key words:** : human resources, management, restaurant, food services, tourism.

### **INTRODUCTION**

The range also present in Romania, having four hotels in Bucharest (Ramada Bucharest Majestic Hotel, Ramada Hotel, Suites Bucharest North, Ramada Bucharest Parc and Ramada Plaza Bucharest Convention Center). Ramada is still to be found in six more towns: Cluj Napoca, Brasov, Sibiu, Iasi and Oradea. Ramada Hotel in Sibiu was opened in July 2007 after about 20 million euro investment. It is classified with four stars and it has 827 rooms and 5 conference halls, from which one is also cinema hall.

Ramada Hotel from Brasov, classified with four stars, opened in September 2008 after a 20 million euro investment. It has 110 rooms, from which 89 standard, 10 executive rooms and 9 apartments. In 2008 it had 90 employees.

Ramada Hotel in Oradea, four stars, was opened in July 2010, after a 10 million euro investment.

Ramada Pitesti, four stars, officially opened at 1st September, 2011 and it is situated not far from the centre of the town and of the Arges business environment with an easily access to the auto road (km 115). In figures, Ramada Pitesti means an investment of 20 million euro.

Ramada Hotel from Oradea has a very convenient placement, at five minutes from the historical centre and only ten minutes distance from the airport. A panoramic view over the town, especially over the ancient part of it, makes your staying more pleasant, and the Wi-Fi, available everywhere

in the hotel, helps you to share easier with your friends your Ramada experience.

Besides the high class services and accommodation you are also invited to have dinner at the HUB restaurant, which is the only restaurant in Transylvania where the veal meat is in –house matured or you can avoid the daily stress by visiting the first wine spa in Romania, Riserva Wine Spa, situated at the top floor of the hotel.

Ramada Hotel possessed a distinct material base, modern not only in the rooms of the hotel, but also in the kitchen and not at last in the dining – room which is perfect for eating a la carte and the event room.

The food for the meals in the Hub Restaurant of Ramada is a part of the Mediterranean kitchen and when there are organized Romanian evenings, for the foreigner guests, in the menu, are included both traditional Romanian food and from the tourists countries.

## **MATERIAL AND METHOD**

The methods used in this study were diverse: the historical method, the comparative method, the descriptive method, the sociological method, the logical method and the analytical one, their aim was the systemic analysis of the information selected from the sources studied in order to develop personal points of view and conclusions about the stated objectives.

## **RESULTS AND DISCUSSION**

Oradea Ramada Hotel is redefining the concept of the business hotel in the West part of Romania by its orientation to the client. The main items of the hotel are: the placement, it is situated in the center of Oradea, the environment given by the wide spaces and the care to details; the hospitality for all the tourists from all over the world and not at last the private solutions offered to any tourist necessity.

Due to the great volume of working and to the different activities in the hotel, the staff is great in number and of many professional categories.

First is the general manager who is coordinating the activity of the following managers:

- The marketing manager who is coordinating the activities of the selling manager, the events manager, the reserving manager and the reserving agent;
- The financial manager who is coordinating the activities of the head book-keeper, of the book-keeper, of the supplies supervisor and of the invoice;
- The front office manager who is coordinating the activity of the front office supervisor and of the receptionist;

- F&B manager who is coordinating the activities of the Hub hall master and his subordinates: waiters, barman, events hall's head and his subordinates: waiters and barman;
- The Executive Chef who is coordinating the activities of the Sous-Chef, the events supervisors and the chefs.
- The Housekeeping Manager is coordinating the Housekeeping supervisor who is also coordinating the activities of the room servants and the cleaning women.
- The general manager is also directly coordinating the activities of the following personnel categories: the Maintenance Chief, who is coordinating the Security Technician Head who is also coordinating the activities of the security agent, of the IT manager and of the Human Resources Manager.

The members' number of the staff from each professional category is enough for the non-stop activities according to the labor operative laws. Because I have attended my practical instruction, I will describe in detail the kitchen's staff.

They develop their activity "a la carte". There are three chefs and a woman who washes the dishes. They work between 1 a.m. and 11 p.m. The personnel who is preparing breakfast consists of four chefs and a dish washer. They work between 5 a.m. and 1 p.m. Everything is under the coordination of the Chef Tiberiu Szappanos.

Because Ramada Hotel needs a great volume of work and many employees, it has a special "Human Resources" department which concerns with all the personnel's problems:

- The staff's hiring – the shift's planning;
- Granting the holidays;
- Establishing the substitutes for those who are missing for different reasons.

The main tasks of the Human Resources Department are:

- The human resources structure (organizational structure, the job records, individual too, the personnel records and the vacant jobs);
- The insurance of the human resources (the selection and hiring of the personnel);
- The elaboration of the personnel's rules based on organization chart;
- The elaboration of the individual labor contract;
- Recording the labor contracts in Revisal and the further legal registering in this;
- The elaboration of the legal documents for the employees' activity cessation;

- The proposal for approval the staff's necessary, according to jobs, positions, specialties and the suitable requests of the preparation levels resulted from the structure of the society's activity's object;
- The elaboration of the job cards;
- The situation of the paid leave, sick leave and leave of absence;
- The elaboration of the statistics reports to the department activity;
- The elaboration of the documents necessary to the company's personnel's retirement according to the laws;
- The elaboration of the staff's motivating system (basic salaries, management payment, praise-worthy, premium, meal tickets, coaching, promotions, medical insurance, retirement plans and rights insurance.
- The implementation, maintenance and the permanent bettering of the quality management system;
- The elaboration of the quality management system documents (standard performing methods, instructions and the quality manual);
- The elaboration of the annual training plan, the annual labor plan, and of the departmental activity annual report;
- The structure of the annual evaluation process of the employees' professional performances;
- The insurance of the documents' and information's confidentiality administrated by the Human Resources Department's employees;
- The insurance of the controlled access to the human resources documents and information of the persons appointed by the highest level management;
- The insurance of the professional training of the human resources department personnel;
- The administration of the professional trainings of the employees;
- The insurance of the administrating the basic dates, by responsible people, according to the management decisions;
- The highest level management information about the new changes of legislative acts in the labor legislative area;
- The insurance of a good collaboration and communication with the departmental managers;
- Representing the company in the relation with the external institution on the human resources problems;
- The analysis of the concordance of the specific of the culture and the organization's performances and better proposal wording;
- Complying to:
  - o ROF and RI;
  - o Confidentiality;
  - o Working protection;
  - o Medical standards specific to the professional activity;

o The well-keeping and administrating of the goods from the department inventory.

Inside the organization the human resources department has many parts according to the staff's size, to the organization's size in general, to its specific and the internal policies adopted.

The human resources department's aim is to insure the capable people to fulfill this aim for the organization. The department's activity is to record the employees and their activities, the application of methods, skills, programs, policies about human resources, which exists or follows to be engaged and to respect the legislation.

The main activities of the human resources department are:

- a. The rate-setting and insurance of the human resources from a numerical structural and qualitative point of view at the level of the entire organization;
- b. The elaboration of the organization chart;
- c. The elaboration of the of a hiring policy of the human resources;
- d. Finding and applying the most efficient selection methods to hire competent human resources;
- e. The elaboration of qualification, re-qualification, improving programs of training the human resources;
- f. Plans, follow-ups and insures the practicing of the resting conditions for all the employees;
- g. Keeps the evidence of all the hired human resources;
- h. Ensures the periodical evaluation of the human resources results;
- i. Sets at the human resources' disposal all the necessary documents to their activity;
- j. It has internal relationships with all the functional compartments in the organization;
- k. It has external relationships with different services, managements from different institutions (The Financial Public Ministry, The Labor and Social Solidarity Ministry, the National Agency for Hiring Labor Force, The National Pension House, The Statistical National Institute, etc.)

The achievement of the activities mentioned before is done by the Manager of the human resources and the personnel inspector who are supporting the proposed aims. To insure the organization with the human resources, the personnel inspector has the following charges, competences and responsibilities:

- A. For recruiting:
  - advertises the vacant jobs;
  - Receives and verifies the candidates' files.
- B. For the selection:

- Prepares the contest files according to the established the selection criteria and presents them to the board of the examiners;
  - Elaborates the report, posts the candidates' list admitted for the contest;
  - Informs the admitted candidates.
- C. The hiring:
- Registers the new employee into nth evidence register of the personnel;
  - Elaborates the files of the new hires persons;
  - He is responsible for the Revisal dates and acts of the hires persons.
- D. The evidence of the Human Resources activity:
- Registers in Revisal all the changes which may appear in the employees' professional activity;
  - Issues copies of the personnel page from Revisal;
  - Issues the identity cards to all the organization's employees;
  - Keeps the evidence of the no paid holidays, unjustified absence and writes them in the Revisal;
  - Ensures the archiving and the security of the personnel documents;
  - Elaborates statistics;
  - Elaborates additional acts to the labor individual contracts (LIC), for all the changes which appear in the contracts implementation;
  - It is responsible for the secret and the security of the personnel documents.
- E. The ceasing of the Human Resources activity:
- Elaborates documents necessary for the retiring or unemployment;
  - Registers in Revisal the ceasing of the activity - the modality and the decision's registering numbers;
  - Issues a copy after the personal file from the Revisal.
- The human resources manager insures:
- A. The jobs' evaluation, planning and their analysis:
- Elaborates the analysis, the evaluation and the re- planning methodology;
  - Elaborates the methodology for the jobs files, indicating for each job the performance standards.
- B. Establishes the human resources necessary:
- Standardizes all the jobs, elaborating programs, which insures human resources on professional categories;
  - Elaborates the functioning list according to the organizational structure;
- C. Recruiting:
- Insures the promotion of the organization image to recruit human resources;

- Elaborates the advertisement for the vacant jobs.
- D. Selection:
  - Establishes the selection criteria and methods for the candidates to have the vacant job.
- E. Framing:
  - Takes part at the LIC stipulations' negotiations;
  - Informs about the decisions for hiring of the new employees.
- F. The training of the human resources:
  - Analyses and establishes the needs of the training-re-qualification, of the improving re-qualification of the human resources according to the organization necessities;
  - Establishes and maintains the collaboration relationships with the institutions which do the professional improvement of the human resources.
- G. The professional performances evaluation:
  - Organizes annually individual professional performances evaluations of all the human resources from the organization;
  - Receives all the evaluation files of the individual professional performances results;
  - Establishes the basic wages according to the evaluation results;
  - Organizes contests to promote human resources;
  - Suggests to the organization the component of the committee for selecting and validating the promoted human resources.
- H. Labor discipline:
  - He intercedes the labor conflicts together with the organization leader;
  - Collaborates with the trade union.
- I. The ceasing of the human resources activity:
  - Informs the retiring decision of the human resources;
  - Analyses the requests of continuation of their activities for the employees who are retired, but they still want to work for the organization.

## CONCLUSIONS

The human resources department, part from the organization became more important in the last years, the department becoming a strategic partner to achieve the organization's tasks. This change was determined by those from the business environment. The main role of the human resources is, however, to help the organization to reach its aim.

It does not matter how big the company is, or if the role of the human resources is more or less strategic, the main activities are the same: to involve, develop, motivate and set off the human resources. Above the main functions of the human resources department, I consider that it has to represent the bridge between the management and the labor force, an

intermediary between the employees and the management to achieve the organization aims, thus being a mediator in resolving the conflicts from the working place between the manager and the employees, conflicts brought about discipline, performance, aiming to insure kindly relationships between the two parts and to create a win-win situation for them.

Advising both the management and the employees about the problems from the working place, understanding their needs and contributing to a positive formation, the human resources department is that which must take care of employee health and safety when they are at their working place.

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