Work System Design

Your Name

Institution

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A local restaurant is select for this assignment. The first step in work system design is to identify the objective of the business (AM Grant, 2009). The objective of the selected local restaurant is to deliver quality food at reasonable prices to its customers. To achieve its objective, the restaurant needs to design an evaluation method for its employees. The evaluation will record the employee's performance, and how it is contributing to the restaurant revenue. Evaluation method should reward employee on the basis of his performance (HG Heneman, 1972). Penalties should also be given on poor performance. Introducing penalty and reward will motivate the employee to do more and better. In addition, the performance of the restaurant will increase by introducing the proposed evaluation system. The performance will directly affect customer satisfaction by giving them quality food on time. Eventually, it will increase the revenue of the restaurant.

To achieve the goals, the restaurant needs to define a set of jobs. Workers needed for the business include bartender, professional wait staff, trained kitchen staff, and a chef. Each individual has its own responsibilities which will help the restaurant in achieving its objectives. Chef’s job is to make food and maintain the menu. The chef plays a backbone of any restaurant, he should be experienced. His responsibility is not only to make good food. He should have the ability to manage time. On weekends or on holiday chefs skill are tested, he should be able to perform well under the pressure. At last, the trained kitchen staff is a must for kitchen performance. Chef should also have leadership with a complete command over the kitchen. Waiters should be hired on the basis of experience. They should be well trained to cooperate with the kitchen staff and to satisfy the customer. The bartender has to communicate with the waiter, or sometimes directly with the customer. They should also be well aware of their responsibilities. In the end, the manager of the restaurant has greater responsibilities the same as of the restaurant's chef. As the chef has command over the kitchen, similarly manager has the command over the restaurant. He/ she has to create and maintain a good link between each department and its employees within the restaurant. One of his major responsibility is customer satisfaction. Evaluation system suggested in the above paragraph can enhance the performance of workers, resulting in benefiting the restaurant.

# References

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