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UNDERGRADUATE PROJECT  
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HOW DOES HIRING PART TIME EMPLOYEE FACILITATES KITCHEN OPERATION IN THE  
HOTEL INDUSTRY ;-

CASE STUDIES OF: 1. PHILEA RESORT AND SPA, MELAKA (RESORT) &  
2. THE MAJESTIC KUALA LUMPUR (CITY HOTEL)

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## CHAPTER 1- INTRODUCTION

Human capital is considered the most essential part of an organization. The significance and contribution of human capital is implicated through the performance and sustainability of an organization and an industry as a whole scenario that been bond for the last few decades. As in the hotel industry, there are limitations on hiring full time staff due to its normal operation and cost effective. As it comes to seasonal occasion, hotels are the place where people go to stay, dine and attend the events. Management may see the forecast of upcoming events and how to overcome the situation. They usually have the plan on how to make the operation runs smoothly. Hiring part time workers is to help the full-time workers doing their job in a busy situation. The task is double or triple than the normal situation. It needs people to support and work together to achieve the goals.

As part of the expansion and due to shortage of employee, organizations are known to engage in part time employment services. This allows the organization fill the gaps that exist in the manpower in order to fulfill the smoothness of any events and to keep up good name of the organization. Employing part time workers is the short-term solution rather than fully utilizing the present permanent staff.

Part time employment is known to aid organization to boost it operation and in turn to aid in the increase profits for the hotels. By employing part time workers, tasks can be easily done faster and may produce more volume of the products. Chefs will have less burden to completing the job done and may shortened the time for doing preparation and cooking.

It is accepted that part time employment is able to further provide the freedom for organization to increase its production and is able to bring down the cost of production. Employing part time worker doesn't need any qualification to perform the Job. Employers seek for part time workers who able to work for long hours, good attitude and hospitality.

## 1.1. Background of the study

Part time employment in hotel industry is not a new concept; it has been used for long time. Employers often took part time workers when there is high occupancy of guests, big events and in festive season. Nowadays people tend to go to the hotel not only for accommodation but for dine and attend courses. In city hotels, this is normal scenario and yet the hotels need to provide good service and efficient. Malaysia is one of the attractions for the tourists to visit. Besides that, Ministry of Tourism has come out the statistics that in 2016, there was 26.8 million of arrival worth Rm82.1 billion. Thus, it generates income for hotels and resorts. We can imagine how the hotels and resort accommodates and serve the food at this much of arrivals for this statistic, it does not mention about local tourists, if only we add another 10% from the arrivals, the numbers are about 268,000.

One of the reasons that directed the hotel industry to employ part timers is very crucial. High turnover of permanent staffs requires the employer to replace for new staff. Hiring new staffs is costly and need to check the background of the candidate. Not many people like to work as a chef in the hotel. The chefs need to work for long hours to serve the guests and less time for them to socialize and spend time with family.

Hiring part timers allows the hotel industry to expand the volume of receiving guests. High volume means high revenue. However there seems to be a grey area that has yet to be filled with sufficient knowledge which provides a room for this study to be conducted on why hiring part time workers. Every organization in the world needs employees to perform the tasks that were stated in the job description to fulfill the organization's goal.

Employees can be categorized in few statuses of employment such as permanent, contract basis, seconded, part timer and internship. The status of employment has its own range of salary, wages and benefits. It may also include the job promotion and to fulfill the vacancy whenever any staffs leaves the company. Additional of new employees may affect the labor cost but lack of employees may bring the lateness in completing the job. As in the hospitality industry, employees will directly serve the guests that come to the premise. Every task needs to be done quick, reliable and smooth. High expectation from the guests towards the hotel's staff is uncompromised. Thus, it needs to be well trained and ready to serve at any kind of time. This is applicable for all staffs including part-timers. Part-time employees, is an individual who give their service to the company and earning wages based by the hours or daily