



QUALITY HOSPITALITY
ADELAIDE CATERING

Resource Acquisition Planning and Procurement

You are the Events Co-ordinator and Manager of **Quality Hospitality Adelaide**. You have just finished preparing your Operational Plan for the next upcoming financial year of the company's operations. Subsequently, you must now come up with strategies to resource your new Operational Plan.

As the Events Co-ordinator and Manager of **Quality Hospitality Adelaide**, you currently manage two (2) teams of casual employees which consists of the Morning Team and the Evening Team.

The Morning Team consists of:

- Chantelle Post (2IC and Supervisor) – Supervises and manages the Morning Team
- Alex Hardy (Barista) – Specialises in coffee and drink making
- Nate Barns (Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/barista. Serves food and drink to customers.

The Evening Team consists of:

- Dane Brookes (Events co-ordinator and Restaurant Manager) – Runs all events and manages the Evening Team
- Sadie Myers (Bartender) – Supervises bar and is a cocktail expert
- Sydney Williams (Service and Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/bartender. Serves food and drink to customers.

It is nearing the end of the financial year and you need to develop the Operational Plan that will be implemented by **Quality Hospitality Adelaide** for its upcoming year of operations