ABSTRACT

The purpose of this study was to investigate how policies of human resources management could influence the work performance of bottom level management staffs working for a restaurant chain of Chinese Food in Taiwan. In-depth interviews were conducted in this case study. Concerning participants, the researchers purposely chose eight bottom level management staffs to conduct interviews that involve the following four issues: (1) Recruitment and selection, (2) training, (3) performance management, and (4) separation and retention. To conclude, this study provided analysis discussions and suggestions on three main issues for food and beverage industries, including welfare of the part-time workers, training courses, and cooperative education.

Keywords: Food Chain, HRM, food and beverage industry, work performance, management staff.

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