

Lesson 3 · Part 1: Recruitment & selection: the process and the documents

3.4 journey

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Lesson 3 of 7

Learning goals

- ✓ Explain the difference between recruitment and selection
- ✓ Compare internal and external recruitment
- ✓ Describe job analysis, job description and person specification
- ✓ Explain why good recruitment improves performance

Key words

R Recruitment Attracting people to apply for a job.	E External recruitment Hiring someone from outside the business.
S Selection Choosing the best person from those who applied.	J Job description A document listing the duties of a job.
I Internal recruitment Hiring someone already in the business.	P Person specification A document listing the skills and qualities needed.

What you need to know

Dominic owns **Dominic's Pizza**, four busy takeaway shops in London. Demand is rising at weekends, so he needs to hire new staff.

1. Recruitment vs selection

Recruitment means attracting people to apply for a job.

Selection means choosing the best person from those who apply. Recruitment comes first, then selection.

2. Internal or external recruitment?

Dominic can hire from **inside** the business (internal) or from **outside** it (external).

Internal

- ✓ Cheaper — no advertising costs
- ✓ Motivates existing staff
- ✓ You already know the person
- ✗ Smaller pool of people
- ✗ No new ideas brought in

External

- ✓ Wider pool of people
- ✓ Brings new skills and ideas
- ✗ More expensive
- ✗ Takes longer
- ✗ You don't know the person yet

Test yourself

Cover the answers below, answer Q19–Q28, then check.

Q19 What is recruitment?

Q20 What is selection?

Q21 What is internal recruitment?

Q22 One benefit of internal recruitment?

Q23 One drawback of internal recruitment?

3. The three documents

Before advertising, Dominic prepares three things:

Job analysis — he works out the tasks and skills the role needs.

For a pizza chef:

prepare food quickly

follow hygiene rules

work under pressure

Job description — a document listing the **duties**:

main tasks

working hours

responsibilities

Person specification — a document listing the **skills and qualities** needed:

experience

teamwork

reliability

4. Why recruitment matters

Getting the right staff helps the business. Faster service keeps customers happy, reliable staff stay longer, and skilled workers get more done. Good recruitment improves **productivity, quality and staff retention**.

Q24 What is external recruitment?

Q25 One benefit of external recruitment?

Q26 What is a job description?

Q27 What is a person specification?

Q28 Why is an effective recruitment process important?

ANSWERS

A19 The process of attracting suitable candidates to apply for a job.

A20 The process of choosing the most suitable candidate from applicants.

A21 Recruiting employees from inside the business.

A22 Lower costs and better staff motivation.

A23 Limits the pool of applicants.

A24 Recruiting employees from outside the business.

A25 Brings in new skills and ideas.

A26 A document outlining the duties and responsibilities of a job.

A27 A document outlining the skills, qualifications, and qualities needed for a job.

A28 It improves productivity, quality, and staff retention.