

# People Planning

Businesses need to plan their human resource requirements carefully, and identify any changes that might impact how many staff they need. Listed below are six scenarios outlining a change for Tesbury's, which is a large supermarket chain. For each one can you identify the most likely action that the Human Resource department will take? Be aware that not all the actions are used!



A planned expansion of the business will see more smaller stores open next year

Store opening hours are being reduced to 6am to midnight, as 24-hour shopping has not been popular.

Tesbury's plan on increasing the number of self-checkouts in all stores.

A new partnership means that a clothing retailer will become responsible for staffing the clothing section.

Due to a rise in the national minimum wage, staff pay will need to increase.

Tesbury's want to create more delivery slots to cope with the increase in customers wanting home delivery.

Choose the best action for Tesbury's to take in each scenario from those given below.

More customer service staff will be needed to process refunds due to the product recalls.

The number of staff may be reduced due to the increased cost of employing them.

Staff in that department will lose their jobs.

New staff will need to be recruited ready for the new stores to open.



Less checkout staff are likely to be needed.

Some workers may lose their jobs, while others may be asked to work different hours.

More delivery drivers will be needed to meet the expected increase in demand.

More staff will be needed to replenish stock on the shelves.