

Name _____

Class _____

Date _____

Case Study Situations of Determining Employees and Labor Hours

Directions: Assume the role of a manager for each below listed situation. Determine the number of employees needed for bookings or reservations in each lodging facility based on the information given. Provide a justification for your findings. The first one is completed as an example.

1. Sands Bed and Breakfast, a gorgeous Victorian house located one block from the beach along the Gulf Coast. It attributes its success to the beach location during the warm summer months. The house has 10 guest rooms each with a private bathroom, a dining area to accommodate 30 people and a large living room that was converted into function space for receptions and meetings. Sand Bed and Breakfast has been rented March 30th for a wedding party. The front desk is open from 7am to 7pm daily. Determine the number of employees needed per day. Number of employees needed. 1.5

Justification: The work shift is 12 hours. Eight of the twelve hours will be assigned to one employee. The remaining four hours will be assigned to another employee. Based on these numbers one full-time employee in addition to one part-time employee are needed for each day.

2. Premier Hotel is an upscale 500-room hotel located in a wealthy suburb of a large city. The sales team for Premier Hotel has focused most of their attention on company meetings and business travelers associated with the four large corporations located within six blocks of the hotel. Due to increased competition from three new hotels within five blocks of Premier Hotels, and a slow economy, profits have declined 32% in one year which means the labor hours work last year were 24,500. Number of employees needed _____

Justification

Case Study Situations of Determining Employees and Labor Hours (continued)

3. National Airlines is a major airline serving most major cities in the United States and Canada. Operating over 1,200 flights per day, National Airlines' market niche is that of a low cost carrier. Typically a flight on National Airlines will have the lowest airfare or it will equal the lowest fare offered by most competitors to just about any destination.

The last ten years have not been good for the airline industry. From the terror attack on 9-11, to reductions in business-related travel, to a serious worldwide recession, airlines have lost money across the board. The industry has responded by charging for amenities and services that were once free. Most airline customers now pay up to \$10 for an on-board meal and \$25 per checked bag. Rebooking fees have more than doubled in the last ten years. National Airlines is currently charging these same fees to its customers. National Airlines flights average 89% of capacity. Labor hours for flight attendants are 12,304 per year. Number of flight attendants needed _____

Justification _____

4. A local Theater had great success in the last ten years with many of its featured shows receiving both critical acclaim and high profits. However, the last show at the theater did not fare as well. Dismal ticket sales and poor promotion caused the show to end its run early. The director of sales wants to pre-sell as many tickets to the next show as possible.

The next show feature at the theater will be Hero Legends. The production focuses on popular comic book super heroes from the last 60 years. Buzz about the production has already started circulating on websites.

With 39 million domestic tourists visiting the city annually, the director of sales knows that tourists need to be targeted for ticket sales to Hero Legends. But with 30 venues, competition will be tough once the tourists arrive in the city. Total hours needed to produce the show for a month is 3,200. Number of employees needed _____

Justification _____

