

ABOUT CLIENT

Industry: Hospitality
Size: 100+ employees, 3 restaurants
Name: King's Caffè
Project duration: 6 weeks

SERVICES PROVIDED

- Job Analysis & Systematization
- Organizational Design
- Organizational Culture and Communication

CHALLENGE

In the challenging business environment of the hospitality industry, the organization had no defined job descriptions, which led to **overlapping tasks, misunderstandings, tension**, and a sense of professional **insecurity** among employees. The leadership was aware that without a clear structure, it **could not strategically or efficiently manage employees and organization**.

SOLUTION

- ✓ I conducted interviews and surveys with employees and managers to map out real tasks and roles.
- ✓ Based on the collected information, I created clear, precise, and operationally useful descriptions of current and new positions, the organizational structure, and the Regulation on Organizational Structure and Job Classification.
- ✓ All documents were prepared bilingually due to the employee structure.
- ✓ I presented the final structure and changes to management, although collaboration throughout the process was continuous. I then presented results to employees in person, across three locations, in one day, in two languages so that everyone had an equal opportunity to understand and receive the information at the same time.
- ✓ After that, each employee received an electronic version of their job description, the description of their entire department, and the new structure. All this information was also made available on a physical bulletin board, which was introduced as one of the communication solutions on another project.

BENEFITS

1. Employees finally gained **clarity** regarding their **tasks** and **advancement** opportunities.
2. **Communication** improved through open dialogue and clarification of each employee's role, reducing misunderstandings and improving teamwork.
3. Leadership now has a solid **tool** for **strategic HR** management - from recruitment to rewards.
4. The organization gained a **structure** that forms the foundation for **stability** and further **development**.

GOAL

The goal was to define roles within the organization, design a clear and functional organizational structure, and ultimately lay the foundation for higher-quality recruitment, fair performance evaluation, the definition of pay grade models, and the creation of reward and benefits programs.

If this resonates with you:

If you feel that your organization "works," but you're not exactly sure who is responsible for what - that's the first sign it's time to systematically define job roles. Get in touch with me so we create a structure together that unlocks the potential of your teams.



Andrea Čerina
HR & BIZ Studio

HR Consultant