* -Ahmed was exhausted. At the end of another long day Ahmed decided that he could no longer do all the work of running the store by himself. He was going to advertise for a shop assistant. He thought carefully about what work he would want to assistant to perform.
* Ahmed remembered from his previous job, working for a large retail chain, that it was important to make clear the tasks and responsibilities of employees. If this was not done then two people might end up doing the same work – and some work might not get done at all.
* He decided to write out a job description (see next slide) which he would give to all the people who applied for the job. This would make clear what the job would involve. Ahmed thought this would have 2 main advantages:
* People applying for the job could see if they were suitable for the work expected of them
* Once in the job, the new employee would know exactly what their duties and responsibilities were. Their work should therefor help Ahmed, not just repeat what he was doing.

**Job Description**

* Shop Assistant

**Main Tasks**

* To open the shop in the morning
* To be responsible for ordering all goods from suppliers
* To arrange all shelf displays
* To help serve customers
* To assist the manager in other ways directed by him

**Working conditions**

* Five days a week
* Eight hours a day
* Four weeks’ holiday – by negotiation, but not at the same time as the manager.

**Activity 7.2 -** Read the case study above.

1. Study the job description. Do you think Ahmed is looking to recruit an experienced shop assistant? What evidence is there to support your answer?

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1. Make a list of the important tasks and responsibilities Ahmed still has to perform himself.

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