**EVENT SITUATION**

You are to assume the role of human resource manager for a busy retail store that sells children’s toys (Toyland). The store manager (judge) has asked you to develop a better strategy for hiring, training, and monitoring temporary part-time employees during the busy holiday season.

During the fall and winter holidays your store becomes very busy, requiring the employment of temporary part-time employees. During the beginning of October your company conducts group interviews to hired 100 temporary part-time employees. Last year the temporary employees produced disappointing results. Many of the employees were not dependable; they were more concerned about a paycheck than working during busy shifts. Toyland received numerous complaints from customers about poor service during the busy holiday season.

You must explain a strategy for screening and selecting better quality employees, a training plan to prepare the temporary employees for a busy holiday season, and strategies to coach the new employees. The top temporary employees will be considered for full-time employment after the holiday season.

You will meet the store manager (judge) in his/her office to explain your strategy for hiring and training temporary employees for success.