

SAMPLE JUSTIFICATION TO OPEN A REQUISITION – FOR INPUT INTO WORKDAY

For illustrative purposes only

I am requesting to open a Senior Strategic Analyst for Hospitality Operations. A position analysis was done for all of the hotels in preparation for an additional 1200 rooms being conducted and the staff needed to meet the targeted service levels. The current staffing model was implemented in January 2018.

Use the section to discuss why the position is critical to the department or business unit. Connections should be made between students, revenue, employee engagement, satisfaction, etc. and the notable effect that failing to hire would have on USC's ability to achieve its mission.

Explanation

Position is key or critical to operations because: This position is supporting the new construction of the 1200 rooms, resulting in an additional potential 438,000 individual overnight stays. This role will be responsible for outlining the expansion of services required in order to retain its A+ rating by hotelstays.com, which serves as a significant pipeline for new customers. This role will also partner with departments on campus to determine the needs assessment for safety, crisis management and customer experience. Ensuring that the hotels are providing a quality vacation experience is dependent on this position.

Explanation

Use this section to detail how the staffing levels are determined. It's best to use metrics that provide perspective on how the customers/students/patients/clients' needs are addressed.

Workforce analysis/Impact of not filling the position: The impact of my filling the position is significant. The hotels will not be able to conduct the needs assessment to determine how to create the next level experience for its customers. Not having this position also means that this work will fall on customer satisfaction department, which is already operating with high turnover and less than one FTE to oversee this analysis and follow up execution. The impact also means that the hotel would response reactively to issues which will result in a lower guest satisfaction score, directly impacting revenue.