

Through out the life of a business, there will be countless number of changes that the business will need to make in order to improve on certain aspects or to avoid any existing issues...etc. and changes are essential not only to the business but also to individuals as well. Comparing a well-prepared and detailed plan of the change with one that is done poorly can lead a business to very different paths. The business that this report will be based on is a Vietnamese & Chinese restaurant located in Footscray, Victoria. The business is called Hao Phong and has a total of 8 staffs covering all shifts during the week. Hao Phong is a small business that has been opened since 2008. The business opens seven days a week and their busiest times are the weekends, especially during dinner hours. The business' mission statement is "We aim to provide the most delicate and genuine oriental cuisines on an everyday basis with the help of our dedicated and career loving staff members".

The purpose of this report is to show readers the process, as well as different aspects should be considered when proposing a change to an organization or business.

Plan the entire implementation process presented by times lines.

The change that I proposed is to hire a casual staff that works only on weekends, as the restaurant generally gets very busy on those days especially during dinner times and currently there are not enough staffs to help out.

Action Plan

Goals	<ul style="list-style-type: none"> -Increase work efficiency. -Reduce workloads for current staffs. -Increase customer satisfactions. -Reduce waiting time of customers -Increase sales
Activities	<ul style="list-style-type: none"> -Calculate the budget allowed for hiring an additional staff. -Contact the local newspaper to advertise the job position. (http://tivotuansan.com.au/) -Advertising the job position in store. -Roster the work timetable for new staff -Train the new staff
Responsibilities	-The accountant needs to calculate and work out a budget

	<p>allowed on hiring a new staff.</p> <p>-Store staffs need to contact the local newspaper to advertise the position, as well as putting the position vacancy in-store.</p> <p>-The manager needs to roster the work timetable for the new staff member.</p> <p>-One of the restaurant staff will need to train the staff on customer service.</p>
Resources	<p>-Cost of hiring a casual staff.</p> <p>-One staff will be needed to contact the local newspaper and putting up the advertisement in-store.</p> <p>-Training of new staff will require one store staff.</p>
Timeline	<p>-Budget needs to be worked out by 2nd of July</p> <p>-In-store advertisement to be put up no later than 4th of July.</p> <p>-Contact the local newspaper by 4th of July.</p> <p>-Roster the work timetable no later than 2 days after hiring of new staff.</p> <p>-Train the new staff one day after hiring.</p>
Evidence of success	<p>The staff workload and the customer's waiting time can be observed or from the results of feedbacks.</p> <p>-The number of sales can be tracked by looking at the sales data of the day.</p>
Evaluation process	<p>-The manager can compare the restaurant's progress before and after the implementation to determine the successfulness of the change.</p>

Identify relevant internal and/or external stakeholders and your communication methods with each. Provide evidence of your communications.

There are a few different internal stakeholders, as well as external stakeholders that are relevant to the proposed change of the restaurant. Firstly for internal stakeholders there are the owner/manager of the restaurant, the current staff members. As for external stakeholder, there are the local newspapers, which assist with the hiring of the new staff. As this is not a minor change for the business, therefore different methods for communicating with different