

organisations, by having this law their information will be safe and they will increase their productivity.

At McDonalds the steps of recruitment and selection are; Online application, interview, interview orientation, online orientation, selection. First the candidates will apply for the job vacancies at McDonalds online, after uploading their personal curriculum vitae, they will have to complete a questionnaire related with customer service, products quality and hygiene. This will determine the skills and how the candidate will react in different situations with customers, after careful consideration to the candidate's applications, the manager will contact the potential candidates and invite them for an interview, at the interview the candidate should wear smart clothes and be professional. After the interview the manager will tell the candidate straightforward if they have been successful and also inform them whether they will be employed in that job or not, if they are successful in the interview the manager will ask the candidate for a copy of their passport and national insurance number and tell them to wait for an email from the orientation team, where they will be invited for an orientation meeting.

At the orientation meeting they will be given a folder with some training flyers to get ready before their first day of work, they will be asked for the personal details and bank account they will also be given information about employees benefits and the uniform. Moreover at this meeting they will be watching a video, with McDonald's farm and where they get the meat to make the burgers and all the other products to give employees an idea of the quality of their products and how they make it.

Furthermore after completing the orientation meeting the candidate will be asked to go online and do a online orientation , this consists on completing 10 topics all of them with 8 questions relating different customer service situations, how to make sure that bacteria won't be poisoned by germs, keeping the area clean , how to use their utensils while working in the kitchen, the steps of providing a good customer service and more questions related to this , McDonald's does this type of orientation to make sure they employ the right candidates , to make sure that they will be able to deal with different situations and to develop their knowledge of the organisation.

Performance appraisal, this is a one to one meeting between the manager of an organisation and an employee, this meeting's purpose is to discuss about any problems that the employees might have or any targets and objectives the employee had to achieve before the appraisal meeting, at the meeting the manager will listen to any issues, furthermore the manager will also discuss about the employee opportunity to progress within their company by achieving new targets and goals. Moreover at this