

**“Training Development and Retention of Informal Restaurant  
Employees”**



**By:**

***Rafi Ullah Khan (01-122112-007)***

**MBA**

**Supervisor:**

**Shahid Nawaz**

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**Department of Management Sciences (GS)**

**Bahria University Islamabad**

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# FINAL PROJECT APPROVAL SHEET

## Viva-Voice Examination

Date \_\_/\_\_/\_\_

**Topic of Research:** Training, Development and Retention of Informal Restaurant Employees.

**Rafi Ullah Khan:** 01-122112-007

**Class:** MBA

**Approved by:**

---

**Shahid Nawaz**  
Project Supervisor

---

**(Abdullah Hafeez)**  
Internal Examiner

---

**(Umar Sajid)**

---

**Kashir Asghar**  
Research Coordinator

---

**Dr M Ali Saeed**  
Head of Department  
Management Sciences

## **Abstract**

This research “Training, Development and Retention of Informal Restaurant Employees” will help in identifying major problems faced by employees working in this industry which affect their productivity.

There are three independent and eight dependent variables over which complete research is being carried out. Independent variables are Training, Development and Retention whereas dependent variables are performance, efficiency, productivity, career development, personality development, skills development, employee loyalty and customer satisfaction.

This research will help in creating awareness among employees as well as employers about their rights and modern trends and techniques in order to increase productivity of employees and profitability of restaurant industry.

Questionnaires, direct observations and personal interviews were conducted from employees working in these restaurants in order to gather relevant (mostly primary) data.

This research would have positive impact from employee as well as employer perspective. It would create awareness among employees about their basic rights like job security and they might get register themselves with government departments like EOBI. From employer perspective it would create awareness about Training, Development and Retention and by implementing these in their restaurants they can gain more profit and can retain their efficient and loyal employees.

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I certify that the work presented in the dissertation is my own unless referenced.

Signature.....

Date.....

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## **Executive Summary**

The topic “Training, Development and Retention of Informal Restaurant employees” was selected in order to address some of the basic issues faced by these employees working on daily wages, and also to improve their productivity by taking some effective steps.

This research is conducted over employees of the low level restaurant working in different parts of Islamabad. Results of employees anonymously declared that training, development and retention of employees would have positive impact over the productivity of employees working in these restaurants.

Goals and objectives of the research are to address the miserable life standards of these employees and also to provide them knowledge about their rights. Some of government departments working for their rights and benefits to in order to raise their standard of living are operational but because of lack of knowledge and some other constraints faced by these employees; they are not getting any kind of benefit from these departments.

This research showed some positive results like, this low level restaurant industry possess great potential to grow and maximize its profit. This can be achieved by proper training their working employees, developing their skills and career and retaining them by job security.