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## Assignment Module-2

i. Two reasons why Sarah should hire internally are:

ii. Cost-effective  $\rightarrow$  Internal hiring will help saving hiring cost.

iii. Experience  $\rightarrow$  Existing employees are / must be already used to the work culture, retain & train them as there is less resistance to change.

Two reasons why Sarah should hire externally are:

ii. New age tech-expertise  $\rightarrow$   
 $\rightarrow$  New age graduates may already be comfortable with new tech.

iii. New perspective, innovation, fresh minds, updated industry knowledge.

d. Few questions she can consider asking are:

ii. Are you comfortable / have expertise in using CRM systems, time chats

OR



Have you worked with CRM before?

i). How well can you handle different types of customers?

ii). Can you adapt to new environment?

3. She must consider maintaining ethical standards, and follows the hiring process or policies of the organization. If the family friend is not qualified, she should politely refuse, ethically, while pointing to company's policy.

4. Sarah should introduce the employee to the company (orientation/ induction program) where she explains focus / processes of the company's culture or routine, norms. Assign a mentor who can guide the employee so that they can get used to the work environment.

5. i). It's where digital relationship office will manage high-value clients through video calls, live chat, social media.

ii). She should explain the purpose, importance and the goals of DCX hub.



iii). Roles & Responsibility.

6. i). Encrypt their data & not share data to unauthorized people. follows ethics

ii). Use secure passwords, Regular backups.