

周经理近来很不顺心，各部门都向人力资源部门要人，可一时哪有那么多合适的人啊？这种情况在一年中已出现了三次，周经理不明白是这些部门发了疯，还是自己的工作出了错。为了减轻工作压力，周经理独自来到熟悉的酒楼用餐，无意间听到了一段酒楼经理和顾客的对话。一名顾客一脸不悦地向酒按经理抱怨：“前天我和家人来用餐，一致认为青椒童子鸡最好吃，当时青椒童子鸡是限量供应特色菜；今天我专门请同事来尝，还特地赶了个早。不想今天青椒童子鸡成了限时特价菜，害得我被同事嘲笑了一番，说我赶早是为了请大家吃便宜菜。你听，他们还在包间里笑呢。”一旁的周经理不禁失笑，一个不知道外面供应什么，一个不知道自己供应什么，不出乱才怪。但转念一想，自己不正也犯着同样的错误吗？一方面不清楚公司内部的人员情况，每次招人都措手不及；一方面也不清楚劳动力市场供给情况，常常一时招不到合适的人。原先的嘲笑变成了自嘲，但这顿晚餐让周经理觉得非常满意。请问：（1）周经理从对话中悟出了什么？（2）你认为周经理回到公司后，会如何解决他所面临的难题？

Manager Zhou has been very unhappy recently, and all departments are asking for people from the human resources department, but how can there be so many suitable people at one time? This situation has occurred three times in a year, and Manager Zhou doesn't understand whether these departments are crazy or his work is wrong. In order to reduce work pressure, Manager Zhou came to a familiar restaurant alone to dine and overheard a conversation between the restaurant manager and the customer. A customer complained to the wine manager with a displeased face: "The day before yesterday, my family and I came to dine and agreed that the green pepper boy chicken was the most delicious, and the green pepper boy chicken was a limited supply specialty at that time; Today I specially invited my colleagues to taste it, and I rushed early. I didn't want the green pepper boy chicken to become a limited-time special dish today, which caused me to be ridiculed by my colleagues, saying that I rushed to treat everyone to cheap dishes. Listen, they are still laughing in the private room. Manager Zhou on the side couldn't help but laugh, one didn't know what was supplied outside, and the other didn't know what he was supplying, so it was strange that there was no chaos. But on second thought, am I not making the same mistake? On the one hand, I don't know the personnel situation within the company, and I am caught off guard every time I recruit people; On the one hand, it is also unclear about the supply of the labor market, and it is often impossible to recruit suitable people for a while. The original ridicule turned into self-deprecation, but this dinner made Manager Zhou feel very satisfied. \nMay I ask: (1) What did Manager Zhou learn from the conversation? (2) How do you think Manager Zhou will solve the problems he faces after returning to the company?

答案：（1）悟出了人力资源规划的重要性。（5分） \n（2）制定企业的人力资源规划，首先确认现阶段企业经营战略；（2分）其次对现有人力资源进行盘点；（2分）再次对人力资源的需求和供给进行预测，确定人力资源的净需求；（2分）最后执行规划。（2分）并对规划实施监控与评估。（2分）

Answer: (1) Realize the importance of human resource planning. (5 points)\n(2) Formulate the human resource plan of the enterprise, first confirm the current business strategy of the enterprise; (2 points) secondly, take stock of existing human resources; (2 points) Forecast the demand and supply of human resources again, and determine the net demand for human resources; (2 points) Final implementation plan. (2 points) and implement monitoring and evaluation of the plan. (2 points)