

## **COURSE OUTLINE** **Hospitality Human Resources**

**Course Description:** HM115. Hospitality Human Resources. 3 hours credit. This course will enable the student to appraise the management of human assets of the hospitality industry. The student will learn teamwork and the role of management to provide focused leadership in developing and motivating employees to function as a team to achieve organizational goals. This course will engage the student in approaches to discipline, performance appraisals, problem solving, decision making, recruitment and retention, communication and effective utilization of time management as outlined and set forth in the framework of team performance. This course will enable the student to define his/her role in fostering and functioning within a team environment, and develop leadership skills that are needed to control, manage and improve processes in the hospitality business.

**Course Relevance:** Hospitality human resources is the study of principles of management and operations of the human resource department. Courses in human resources help the student to develop critical thinking and skill in understanding the relevant principles of hiring, firing, and maintaining a strong hospitality workforce.

### **Required Materials:**

Textbook: Cullen, N. C. (2001). *Team power: Managing human resources in the hospitality industry*. (1<sup>st</sup> ed.). Upper Saddle River, NJ: Prentice Hall.

### **Learning Outcomes:**

The intention is for the student to be able to:

1. Identify the changing perspectives of work and the utilization of teams in the hospitality industry
2. Explain why quality guest service is inextricably linked to the concept of teamwork
3. Apply concepts to develop a team plan or project
4. Demonstrate an understanding of empowerment and why it is critical to success in the hospitality industry
5. Apply concepts of effective time management tools and principles to increase personal productivity
6. Demonstrate a training plan with specific goals and techniques

### **Primary Learning PACT Skills that will be DEVELOPED and/or documented in this course:**

Through the student involvement in this course, he/she will develop his/her ability in the following primary PACT skill areas:

Primary skills (developed and documented):

1. Critical Thinking
  - The student will demonstrate critical thinking through appraisal of the human resource concepts of team building as it relates to the work environment and quality guest service.
2. Coping with Change
  - The student will cope with change by responding to the effects of human resource needs based on the market changes through activities conducted in class.
3. Ethical Conduct
  - The student will recognize ethical conduct and use skills acquired in his/her responsibility with human resource information through activities conducted in class.
4. Speaking Skills
  - The student will deliver an oral presentation to his/her classmates on a chosen subject relating to personal time management.

Secondary Skills (developed but not documented)

Self-concept  
Time management  
Teamwork  
Valuing diversity  
Leadership  
Problem solving  
Reading  
Writing  
Listening  
Computer literacy

**Major Summative Assessment Task(s):**

These learning outcomes and primary Learning PACT skills will be demonstrated by:

1. Preparation of assignments using guest speaker knowledge received and experiences gathered during field trips
2. Preparation of final project using service learning activities and its relationship to the hospitality industry
3. Preparation and oral presentation of an individual written project

**Course Content:**

- I. Themes – Key recurring concepts that run throughout the course:
  - A. Employment needs analysis
  - B. Employment planning
  - C. Time management
  - D. Training
  - E. Recruitment
- II. Issues – Key issues that will be addressed in this course: areas of conflict

that must be understood in order to achieve the intended outcome:

- A. Correctly evaluating and identifying the human resource needs for the hospitality organization
  - B. Communication skills to achieve the best outcome for service
  - C. Identifying the differences in work culture within the workforce
  - D. Effective training for satisfactory job performance
- III. Concepts – Key concepts that must be understood to address the issues:
- A. Adequately staffing for the property
  - B. Understanding of different cultures with regard to employees
  - C. Efficient methods of retrieving the pertinent information to make the human resource office run legally and efficiently
- IV. Skills / Competencies – Actions that are essential to achieve the course outcomes:
- A. Application of the concepts of time management tools
  - B. Analytical thinking for selecting the right people for the right jobs

### **Learning Units:**

- I. Introduction
  - A. Human resource planning
  - B. Team building
- II. Management of Teams
  - A. From scientific management to team building
  - B. Teamwork
  - C. Total quality management
- III. Team Skills
  - A. Motivation
  - B. Leadership
  - C. Change
  - D. Time management
  - E. Recruitment and selection
  - F. Reducing turnover
  - G. Training
  - H. Understanding human behavior
  - I. Discipline
  - J. Performance appraisals
- IV. Problem Solving
  - A. Analyzing the problem
  - B. Decision making
  - C. Communication
- V. Preparing for Success
- VI. Essential Employment Regulations

**Learning Activities:**

Independent and collaborative learning activities will be assigned within and outside the college classroom to assist the student to achieve the intended learning outcomes. Learning activities will be geared toward practices and analysis of managerial situations to understand the principles of management in the hospitality industry. Field trips and guest speakers will allow the student to know what is required of managerial jobs in the hospitality industry. Use of computers, written assignments, examinations and oral presentations will be the medium by which those skills are expressed.

**Grade Determination:**

The student will be graded on satisfactory completion of assessment tasks (learning activities), attendance, adequate participation (discussion) and the projects assigned.