

PRE-REQUISITE

THM-104 Principal of Management

LEARNING OUTCOMES

Upon completion of this course the students will be able to have:

1. An understanding of Human resources management in the hospitality industry.
2. An understanding recruitment and selection process.
3. An understanding of the organizational culture in the hospitality industry
4. Complete understanding of the difference between job description and job specification
5. Skills to motivate the employees
6. The understanding of legal aspects in the hospitality industry

COURSE INTRODUCTION AND OBJECTIVE

This is a senior level course designed to provide a complete understanding of employee's management in the tourism and hospitality industry. The primary goal is to teach students the management in hotels, restaurants, and in tourism department.

Module-1: Introduction

- Introduction of HR in hospitality industry
- Human resource major activities
- Organizational structure of a hotel

Module-2: Policies and Hiring Process

- HR policies and practices in the hospitality industry
- Advertising a job
- Complete process of hiring and firing
- Recruitment and selection process
- Different theories and team building, Job description, Job specification, conducting interview
- Organizational culture and HRM
- Equal opportunities and managing diversity
- Local and international prospect in recruitment

Module-3: Training and Development

- Training and development
- Performance management and performance appraisal
- Reward Strategies in tourism and hospitality industry
- Employee relations, involvement and participation as one team

Module-4: Role of Unions

- Role of labor unions and their link in tourism industry
- Common law regarding negligent hiring and employees rights, Application, background check and interviews
- Employee motivation through quality leadership
- Effective communication and feedback
- Discuss vital aspects of human resource
- Case study, Writing a report, Presentation

ASSIGNMENTS – TYPE AND NUMBER WITH CALENDAR

It is continuous assessment. The weightage of Assignments will be 25% before and after mid term assessment. It includes:

- classroom participation,
- attendance, assignments and presentation,
- homework
- attitude and behavior,
- hands-on-activities,
- short tests, quizzes etc.

ASSESSMENT AND EXAMINATIONS:

Sr. No.	Elements	Weightage	Details
1.	Mid Term Assessment	35%	It takes place at the mid-point of the semester
2.	Formative Assessment	25%	It is continuous assessment. It includes: classroom participation, attendance, assignments and presentation, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3.	Final Assessment	40%	It takes place at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.

RECOMMENDED TEXT BOOKS & SUGGESTED READINGS

1. Chesser, J. W. (2017). *Human Resource Management in a Hospitality Environment*. Apple Academic Press.
2. Fonseca, D. (2016). *Human Resources Management in the Hospitality Industry* (Vol. 1). Scitus Academics LLC.
3. Nickson, D. (2013). *Human Resource Management for the Hospitality and Tourism Industries* (2nd ed.). Routledge.