

Virginia Western Community College HRI 255

Human Resource Management and Training for Hospitality and Tourism

Prerequisites

None.

Course Description

Prepares the students for interviewing, training and developing employees. Covers management skills (technical, human, and conceptual) and leadership. Covers the establishment and use of effective training and evaluative tools to improve productivity. Emphasizes staff and customer relations.

Semester Credits: 3 Lecture Hours: 3 Lab/Clinical/Internship Hours: 0

Required Materials

Textbook:

Hospitality Human Resources Management, Weber; 2015, ISBN: 9780135087053

Other Required Materials:

Notebook, pens, calculator, full uniform, consisting of: chef jacket with school logo and name embroidered, black & white chef check pants, neckerchief, slide, white apron, white Baker's Cap, black closed-heel, closed toe, non-skid shoes. Baker's cap and apron are optional for a lecture class

Course Outcomes

At the completion of this course, the student should be able to:

- Describe process of management through effective communication skills and interpersonal relationships.
- A. Identify the difference between a manager and a leader and describe the qualities of each. B. Summarize leadership styles and analyze when each is most appropriate.
- Describe the supervisor's role in decision-making, problem solving and delegation of duties.
- Describe the characteristics of a job description and develop a written example with job specifications.
- Define the term motivation and give examples of motivational techniques used with employees. Analyze the effectiveness of each motivational example.
- Assess and evaluate methods of conflict resolution and grievance procedures (union/non-union) when it comes to problem solving.
- Identify types of stress found in the workplace and analyze positive ways of dealing with it.
- Explain the importance of time management and give examples to include other organizational management techniques that provide labor cost effectiveness.
- Discuss state and federal employment laws as they pertain to legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).

- Explain the purpose of a mission and vision statement and how they are used in organizational management.
- Describe the process of hiring, training, disciplining and or firing an employee based on human resources, state and federal laws that affect these processes.

Topical Description

1. Introduction to Strategic Human Resources in the Hospitality Industry
 - a. Description of the Industry
 - b. Types of Hospitality Businesses
 - c. Movement from Human Capital to Strategic Human Resource Management
 - d. The Bottom Line
2. Laws Affecting Selection in Hospitality Organizations
 - a. Defining Discrimination
 - b. Theories and Defenses of Discrimination
 - c. The Evolution of Equal Employment Opportunity Legislation
 - d. Federal Laws Enforced by EEOC
3. Laws Affecting Hospitality Workplaces
 - a. Defining Harassment
 - b. Federal Laws-Enforced by the Department of Labor
 - c. Federal Laws-Enforced by Other Federal Agencies
 - d. State Laws
4. Planning for Staffing
 - a. Job analysis and Job Design
 - b. Develop Job Descriptions and Job Specifications
 - c. Determining Full-Time and Part-Time Needs
5. Selecting Employees
 - a. Recruiting Employees
 - b. Selecting Applicants
 - c. Interviewing and Testing Candidates
6. Training and Development Systems
 - a. Needs Assessment
 - b. Orientation
 - c. Training and Development
7. Performance Management Systems
 - a. Performance Evaluation Systems
 - b. Sources of Deficiencies
 - c. Discipline
 - d. Counseling for Performance Improvement
 - e. Applications to Hospitality Management

- 8. Reward and Compensation Systems**
 - a. Salaries and Wages
 - b. Tipped versus Nontipped Employees
 - c. Determining Pay Ranges and Scales
 - d. Benefits
 - e. Incentives
- 9. Individual Skills**
 - a. Hard and soft Skills
 - b. Self-Awareness, Self-Assessment and Self-Management
 - c. Personal Abilities
 - d. Problem Solving and Decision Making
 - e. Creativity and Critical Thinking
- 10. Interpersonal Skills**
 - a. Emotional and Social Intelligence
 - b. Communication
 - c. Leadership
 - d. Change Management
 - e. Empowering Others
 - f. Conflict Resolution
 - g. Negotiation
- 11. Organizational Skills**
 - a. Power and Politics
 - b. Building an Organizational Culture
- 12. Continuous Renewal**
 - a. Career Stages
 - b. Career Anchors
 - c. Career Development
 - d. Continuous Renewal

Notes to Instructors

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