HTM 31200: Human Resources Management for the Service Industries

Course Description

The principles and practices of managing human resources for effective operations of hospitality and tourism businesses will be covered including: Analysis and design of work, recruiting, selection, training and development, performance management, compensation, employee relations, and strategies for supporting organizational strategies.

Pre-requisite

Hospitality and Tourism Management majors only and (First semester sophomore standing or higher)

Course Objectives

At the completion of the course, the student will be able to:

- Define human resource management and explain how HRM contributes to an organization’s performance.
- Identify the key functions that HRM performs to contribute to organizational effectiveness through: job analysis and design of work, recruitment, selection, training and development, performance management, employee and labor relations, and compensation.
- Summarize the legal framework that applies to the HRM function.
- Summarize the role of HRM to train and develop employees to project and maintain a helpful, thoughtful, considerate, and cooperative attitude to meet needs of internal and external customers.
- Identify the practices and programs available to employees through HRM to handle unhealthy stress-related behaviors and disorders.
- Distinguish between ethical and non-ethical behaviors on the part of individuals inside and outside the organization.
- State the key role that HRM plays in helping organizations manage a diverse workforce.
- Formulate strategies for resolving interpersonal conflict that occur between people within and outside of organizations.