

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.

Restrictions

Must be enrolled in one of the following Majors:

Hospitality & Tourism Mgmt

May not be enrolled as the following Classifications:

Freshman: 0 - 14 hours

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.