Course Title	Human Resource Management for the Hospitality Industry
Course Code	THOM – 206

Course Type	This course serves as both Elective and Requirement, according to the following table:

Hospitality Bachelor	Requirement
All Programs	General Elective

Level	Bachelor (1st Cycle)
Year / Semester	Year 3, A' Semester
Teacher's Name	Dr Nicos Anastasiou

ECTS	6	Lectures / week	3	Laboratories / week	

Course Purpose and Objectives	The purpose of the course is to examine the theory, design, and practice of human resource management. Topics include job analysis and design, employee selection, manpower planning, training and development, performance evaluation and promotion, compensation plans, teamwork, incentives and equity. Moreover, students will comprehensively review hospitality manager's techniques for increasing staff coopetition, as well as staff's behavior, and engagement of their customer's expectations. At last, further analysis of new laws which affect internal policies and referred activities.

Students are expected to:

Describe the principles of human resource management

- Define recruitment strategies
- Analyze various training and development models
- Emphasize the importance of performance evaluation and staff promotion
- Outline different methods for enhancing staff competition
- Clarify customer's expectations
- Examine regulatory issues
- Utilize the importance of teamwork

Learning Outcomes	Upon completion of this course students will be able to:

1. Appraise the effectiveness of correct human resource management practice and to become experts in at managing many functions in the hospitality industry.

2. Adopt a strategic approach to human resource management: recruiting, selecting, orienting, training and retaining outstanding staff members.

3. Evaluate the efficiency of staff development.

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	4. Determine the importance of hospitality managers to be familiar with rising labor cost, increasing competition for quality staff and changing employees' attitudes.
	5. Evolve quest expectations and a proliferation of new laws that impact human resource policies and activities.

Prerequisites	Sophomore	Required	

Course Content	1. Concept, scope and importance of HRM.
	2. Manpower planning, job analysis, job description and job specifications.
	3. Recruitment & selection, selection tests and interviews, induction & placement.
	4. Training and development and identifying training needs
	5. Methods of training and Development.
	6. Performance appraisal, and merit rating
	7. Employee service proforma, and effective performance appraisal.
	8. Wages and salary administrations, incentive schemes,
	9. Profit sharing, and employee benefits.
	10. Industrial relations systems, trade unions, collective bargaining.
	11. Strategic approach to human resource management
	12. Customer satisfaction

Teaching Methodology	This course will be delivered through lectures with the use of visual tools such as PowerPoint along with case studies examples.

Mode of delivery	Face to Face.

Bibliography	**Required**
	Nickson D., (2018), *Human Resource Management for the Hospitality and Tourism Industries.*
	Recommended
	1. Jerald, C., (2016), *Human Resource Management in a Hospitality Environment,* Apple Academic Press.

Assessment	The following assessment methods are employed to assess this course:
	<table><tr><td>30 – 50 %</td><td>Final Exam</td></tr><tr><td>20 – 40 %</td><td>Mid –Term / Tests / Quizzes</td></tr><tr><td>10 – 30 %</td><td>Assignments / Projects</td></tr><tr><td>0 – 10 %</td><td>Class Attendance & Participation</td></tr></table>

Language	English