

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:			
	Culinary Higher Diploma		Requirement	
	All Programs		General Elective	
Level	Bachelor (1 st Cycle)			
Year / Semester	Year 3, A' Semester			
Teacher's Name	Dr Nicos Anastasiou			
ECTS	6	Lectures / week	3	Laboratories / week
Course Purpose and Objectives	<p>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 cooperation, 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.</p> <p>Students are expected to:</p> <ul style="list-style-type: none"> • 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	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 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. 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	<ol style="list-style-type: none"> 1. Concept, scope and importance of HRM. 2. Manpower planning, job analysis, job description and job specifications. 3. Recruitment and selection, selection tests and interviews, induction and 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		
	<ol style="list-style-type: none"> 1. Nickson D., (2018), <i>Human resource management for the hospitality and tourism industries</i>. 		

	Recommended								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="564 461 1415 719"> <tr> <td data-bbox="564 461 991 528">30 – 50 %</td> <td data-bbox="991 461 1415 528">Final Exam</td> </tr> <tr> <td data-bbox="564 528 991 595">20 – 40 %</td> <td data-bbox="991 528 1415 595">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td data-bbox="564 595 991 663">10 – 30 %</td> <td data-bbox="991 595 1415 663">Assignments / Projects</td> </tr> <tr> <td data-bbox="564 663 991 719">0 – 10 %</td> <td data-bbox="991 663 1415 719">Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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Language	English								