



Module Structure

Module Title : Human Resource Management

Module Code : HTMM351

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 3

Group : HTMIII

Semester : Spring

Number of Hours Taught : 2 per week

ECTS : 3

Instructor: Constantinou Constantinou

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Pre-requisite(s) : No previous background assumed

Module Rationale

A successful hospitality organisation depends on a successful human resource department. Human Resource management is a strategic tool in managing every service - oriented organisation, and it is of utmost importance for every hospitality manager, who must tie together and line up human capital and organisational goals.

Aims

This course outlines the role of the human resource department, and describes how it contributes towards the performance of every hospitality organisation. It also addresses the strategic and operational challenges facing us today. Students will obtain an understanding of the human resource functions such as recruitment, selection, development, appraisal and compensations.

Intended Learning Outcomes

On successful completion of this module, students will be able to:

1. Define human resource
2. Acknowledge the role of the Human Resource Manager
3. Understand the basic responsibilities of the Human Resource Manager
4. Use the HR glossary and terminology
5. Understand the basic functions of the Human Resource Department
6. Demonstrate understanding of appraisal systems and employee evaluation.
7. Understand the importance of teamwork, good communication skills, and how behavior and attitude in the workplace can affect others

Delivery Methods:



Assessment:

Project	30%
Mid Term	30%
Final Exam	40%

Module Requirements

Refer to the students' manual for the module requirements.

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	28/01-01/02	Human Resources Planning and Organisation <ul style="list-style-type: none"> • Defining Human Resource • Historic Changes in HR • The role of Human Resource Manager • Duties and Responsibilities as a Manager Activity/Exercise	Chapter 1
2.	04/02-08/02	Human Resources Planning and Organisation <ul style="list-style-type: none"> • Defining Human Resource • Historic Changes in HR • The role of Human Resource Manager • Duties and Responsibilities as a Manager 	Chapter 1
3.	11/02-15/02	Human Resources Planning <ul style="list-style-type: none"> • Importance of Planning • What is planning? • Forecasting • The HR process Activity/Exercise	Chapter 2
4.	18/02-22/02	Analysis of the Workplace <ul style="list-style-type: none"> • Job Related terminology • The Job Analysis • The Job Description • The Job Specifications 	Chapter 3
5.	25/02-01/03	Analysis of the Workplace <ul style="list-style-type: none"> • Job Related terminology • The Job Analysis • The Job Description • The Job Specifications Test	Chapter 3
6.	04/03-08/03	The Labor Market and Hospitality Recruitment <ul style="list-style-type: none"> • The Labor Market • The Labor Shortage: Solutions • Hospitality Recruitment • Internal Recruiting • External Recruiting • Online Recruiting 	Chapter 4

Week	Dates	Topics to be Covered	Reference Chapter / Material
7.	12/03-15/03	The Labor Market and Hospitality Recruitment <ul style="list-style-type: none"> • The Labor Market • The Labor Shortage: Solutions • Hospitality Recruitment • Internal Recruiting • External Recruiting • Online Recruiting 	Chapter 4
8.	18/03-22/03	Selection, Hiring, and Placement <ul style="list-style-type: none"> • Selection • The Employment Application • The pre interview process • Conducting the interview • Pre-employment testing • Successful selection • Hiring and placement • Orientation • Follow up and Evaluation 	Chapter 5
9.	26/03-29/03	Selection, Hiring, and Placement <ul style="list-style-type: none"> • Selection • The Employment Application • The pre interview process • Conducting the interview • Pre-employment testing • Successful selection • Hiring and placement • Orientation • Follow up and Evaluation Mid Term	Chapter 5
10.	02/04-05/04	Hospitality Orientation and Training Programmes <ul style="list-style-type: none"> • Orientation • Why Train? • Types of Training • The Training Plan 	Chapter 6
11.	08/04-12/04	Hospitality Orientation and Training Programmes <ul style="list-style-type: none"> • Orientation • Why Train? • Types of Training • The Training Plan Assignment	Chapter 6
12.	15/04-19/04	Development Programmes <ul style="list-style-type: none"> • Motivation in Hospitality • Theories of Motivation 	Chapter 7
13.	22/04-23/04	Development Programmes <ul style="list-style-type: none"> • Motivation in Hospitality • Theories of Motivation Evaluating Performance and Employee Retention <ul style="list-style-type: none"> • Evaluating Performance • The Role of Performance Appraisals 	Chapter 7 Chapter 8



Week	Dates	Topics to be Covered	Reference Chapter / Material
		<ul style="list-style-type: none"> • How to appraise performance • Mistakes to avoid in conducting Performance Appraisals • The Discipline Process and the steps to implementation 	
14.	02/05-08/05	Evaluating Performance and Employee Retention <ul style="list-style-type: none"> • Evaluating Performance • The Role of Performance Appraisals • How to appraise performance • Mistakes to avoid in conducting Performance Appraisals • The Discipline Process and the steps to implementation Revision	Chapter 8

Essential Reading

Tanke, L. M., 2001. *Human Resources Management for Hospitality Industry*. 2nd ed, Albany: Delmar

Additional Reading

- Cook, M., 2004. *Personnel Selection- Adding Value through People*. 4th ed, New Jersey: John Wiley & Sons, Ltd
- DeCenzo, D. A. & Robbins, P. R., 2005. *Fundamentals of Human Resource Management*. 8th ed. New Jersey: John Wiley & Sons, Ltd
- Grundy, T. & Brown, L., 2003. *Value-Based Human Resource Strategy*. Oxford: Elsevier Butterworth-Heinemann
- Miller, J. E. and Walker, J. R., 2007. *Supervision in the Hospitality Industry*. 5th ed. New Jersey: John Wiley & Sons, Ltd
- Walker R. J. and Miller E. J. 2010. *Supervision in the Hospitality Industry: Leading Human Resources*, 6th ed. New Jersey: John Wiley & Sons.



