

**NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY  
HRI 255 – HUMAN RESOURCES MANAGEMENT AND TRAINING  
FOR HOSPITALITY AND TOURISM (3 CR.)**

**Course Description**

Prepares the students for interviewing, training, and developing employees. Covers management skills (technical, human, and conceptual) and leadership. Covers the establishment and use of effective training, and performance evaluating measures to improve productivity. Emphasizes staff and customer relations. Lecture 3 hours per week.

**General Course Purpose**

The purpose of this course is to study the basic functions of the human resource manager in hospitality and travel organizations. In addition to appraising the terminology of the field, the course focuses on human resource management practices, which build strong, competitive organizations.

**Course Prerequisites/Co-requisites**

None

**Course Objective**

Upon completion of this course, the student should be able to:

- State basic management functions inherent to any business and identify the associated human resource (HR) responsibilities for different levels of managers related to those functions.
- Define and describe “employment law,” the legislation directly addressing employer-employee relations and review selected labor-related legislation
- Recognize and describe the difference between HR policies and procedures
- Describe the steps involved in employee recruitment and selection
- Explain the importance of employee orientation; job analysis, job descriptions and task analysis
- Describe the role of ethics in the management of human resources
- Define the term performance-based training and describe the steps used in a formal training process
- Provide an overview of on-job training and group training and describe the process of evaluating training
- Provide an overview of compensation management, incentive management and benefit administration
- Explain the process of performance management and appraisals
- Understand the importance of employee health and safety and describe the steps employers can take to help ensure a safe workplace
- Identify factors that influence organizational change and discuss how they impact the role of human resources managing it
- Explain how the responsibilities of human resources managers are affected when employees are unionized
- Discuss guidelines that are helpful in facilitating the work of staff members belonging to difference generations
- Understand how cultural differences have an impact on the conduct of international business
- Prepare a resume, cover letter, and career portfolio to present themselves to potential employers
- Identify common Human Resource problems in the Hospitality, Travel industry, and discuss options
- Recognize theories of motivation and various leadership styles
- Explore ethnic, cultural diversity, and social responsibility issues in the Hospitality and Tourism workplace
- Identify ways to motivate and retain staff in the challenging industry of Hospitality and Tourism

**MAJOR TOPICS TO BE INCLUDED**

- Legal Environment of Human Resources Management
- Policies and Procedures

- Employee Recruitment and Selection
- First Impressions, Ethics
- Planning Training Programs
- Compensation Programs
- Performance Management
- Employee Health and Safety
- Role of HR in Strategic Planning
- Critical Issues in HR
- Planning Globally in HR