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| **TOU 2211 Human Resource Management** | **Course Title:**  |
| Course Description:Course provides knowledge in human resource management and explains concepts and theories in management. It provides knowledge and skills on motivation and how to motivate people at work relating it to tourism  |
| Course Objectives:* Understand and explain the human resource management and explain the human resource management model
* Examine different approaches to human resource planning in the tourism and hospitality
* Examine the different theories of motivation and how to motivate people at work
* Understand recruitment and selection, performance management and how they are applied in hospitality and tourism
* Understand the concept of diversity and equality at workplaces
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| **Course Outline:*** Introduction to human resource management and personnel management
* Human resource management and the working environment
* Motivation, rewards and performance management
* Human resource planning
* Recruitment and selection
* Labour markets in tourism and hospitality industry
* Service management and the role of people
* Managing diversity and equality
* Introduction to international human resource management
* Career development, education and training at work
* Gender relations in human resource management
* Employee relations
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| **Learning Outcomes:*** Learn different approaches in human resource management
* Learn how to motivate and manage workers in tourism and hospitality
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| **Method of Teaching/Delivery:**Lecture Hours – 45Tutorial Hours – 30 | **Mode of Assessment:*** Course Work
* Final written Exam
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| **Reading/Reference Materials*** Page, S. J. (2007) *Tourism Management: Managing for Change* (2nd edition). Elsevier Ltd, Oxford.
* Heneman et al., (2000) *Personnel/Human Resource Management* (4th Ed.) Richard D. Irwin, Inc., New Delhi.
* Graham and Bennett (1995) *Human Resources Management* (8th Ed.) Pitman Publishing, London.
* Torrington and Hall (1998) Human Resource Management (4th Ed.) Prentice Hall.
* The International Journal of HRM, Industrial Relations, Personnel Journal, Harvard Business Review, Sloan Management Review.
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