

Course Description**HFT1210 | Human Resources | 3.00 credits**

Provides information relating to the recruitment and selection of new staff, the handling of difficult employees, motivating employees and conducting performance evaluations.

Course Competencies:

Competency 1: The student will be able to identify and describe contemporary issues in human resource management in the hospitality industry by:

1. Defining the primary human resource management (HRM) functions
2. Discussing the role of the customer in HRM
3. Discussing philosophies associated with HRM

Competency 2: The student will be able to communicate effectively with personnel by:

1. Explaining the communication process
2. Discussing effective face-to-face communication skills
3. Describing techniques of active listening

Competency 3: The student will be able to identify methods to manage change and conflict in the organization by:

1. Communicating effectively with personnel
2. Identifying how individuals deal with change
3. Explain techniques to help individuals overcome resistance to change
4. Discussing typical situations of organizational change

Competency 4: The student will be able to develop decision-making skills by:

1. Identifying and describing the problem-solving process
2. Defining the perception and creativity of the term and explaining their value in problem-solving
3. Examine how individuals process information in arriving at decisions

Competency 5: The student will be able to recruit, select, and orient employees by:

1. Explaining the term recruiting
2. Describing the role of reference and background checking
3. Demonstrating the importance of orientation and how it impacts the organization

Competency 6: The student will be able to train, develop, and appraise associates by:

1. Explaining how to conduct a needs analysis
2. Demonstrating the most typical types of training programs in the hospitality industry
3. Discussing standard methods used to appraise employee performance

Competency 7: The student will be able to describe how to motivate employees by:

1. Defining the term motivation
2. Discussing the role of money and other financial forms of motivation, including incentive programs
3. Explaining the role of feedback in measuring the effect of motivation efforts

Competency 8: The student will be able to develop and maintain a total quality service program by:

1. Defining the term total quality service
2. Describing the most common service quality tools and techniques
3. Describing ways that hospitality organizations obtain feedback on results

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information