

Course Syllabus

Course Code	Course Title	ECTS Credits
HSPO-115	Human Resources Management in Tourism and Hospitality	4
Prerequisites	Department	Semester
None	Hospitality	Spring
Type of Course	Field	Language of Instruction
Required	Management	English
Level of Course	Lecturer(s)	Year of Study
Diploma	Ms Fani Papamichael	1 st
Mode of Delivery	Work Placement	Corequisites
Face to Face	N/A	None

Course Objectives:

The main objectives of the course are to:

1. Provide an overview of human resources management
2. Set the basis for effective handling of the labor force as well as the organization as a whole
3. Develop intrapersonal and interpersonal skills to facilitate cooperation and team work
4. Build confidence when interacting with others to facilitate cooperation and team work
5. Enhance communication, both orally and in writing
6. Strengthen problem – solving capabilities with regards to personnel issues
7. Highlight sensitivity towards ethical human resources practices

Learning Outcomes:

After completion of the course students are expected to be able to:

1. Develop an understanding of the role of human resources management in the tourism and hospitality industry and its impact on organizational performance and competitiveness.
2. Analyze the impact of technology on human resources management in the tourism and hospitality industry, including the use of digital platforms for recruitment, training, and performance management.
3. Understand the principles of employee relations and conflict resolution in the tourism and hospitality industry, including effective communication, negotiation, and mediation skills.
4. Apply effective recruitment/selection policies and practices

5. Perform an effective job analysis
6. Prepare a job description
7. Prepare a job specification
8. Develop effective job design processes and procedures
9. Perform a training needs analysis
10. Develop and implement effective training programmes
11. Develop and implement effective performance criteria in order to perform appraisals
12. Develop and implement effective disciplinary processes and procedures
13. Manage employer/employee negotiations to resolve conflicts and to ensure mutual compromises

Course Content:

1. HR Challenges: contemporary themes, concepts and issues
2. The Legal Environment: Employment legislation
3. Planning: identifying and analysing personnel needs
4. Recruitment and Selection: effective strategies and policies for attracting, hiring and retaining employees
5. Organizational Design: designing jobs to ensure that people are provided with a safe and performance-enhancing environment
6. Training and Development: performing needs analysis and designing of effective training and development policies and practices
7. Managing and Improving Performance: effective feedback and performance evaluation processes and procedures to improve individual and organizational performance.
8. Compensation and Incentives: designing and implementing reward structures which motivate people for optimum performance.
9. Employee Relations: designing and implementing systems and structures to facilitate the relationships that contribute to effective organizational performance.
10. Health and Safety: ensuring that the workplace provides a safe environment for its workforce
11. Personnel management ethics – from recruitment to development

Learning Activities and Teaching Methods:

PowerPoint Lectures, Case Study Analyses, Educational Videos, Discussion

Assessment Methods:

Class Participation, Assignments, Mid-Term Exam, Final Exam

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Human Resource Management in Hospitality Industry	Duncan, L.	Murphy & Moore Publishing	2022	978-1639873128
International HRM	Reiche, S.	Sage	2020	978-1526426970

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Human Resource Management in Hospitality Cases	Snende, P.	Routledge	2020	978-0815378020
Build Better Teams	Karseras, G.	Mango Media	2022	