

# HTT A288: HUMAN RESOURCE MANAGEMENT

Item	Value
Curriculum Committee Approval Date	03/13/2019
Top Code	130700 - Hospitality
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Standard Letter (S)

## Course Description

This course presents a systematic approach to human resources management in the hospitality industry. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed. This course is certified through the American Hotel & Lodging Association. Transfer Credit: CSU.

## Course Level Student Learning Outcome(s)

1. Apply human resource practices in planning, recruiting, and selection while using Human Resource technology systems.

## Course Objectives

- 1. Describe the EEOC and distinguish between EEO laws and affirmative action.
- 2. Define "disability," and describe the Americans with Disabilities Act (ADA) and its implications for human resource managers at hospitality operations.
- 3. Develop a job analysis and job design.
- 4. Apply methods for forecasting labor demand, identify the advantages and disadvantages of internal and external recruiting, and explain the functions of a computer-based Human Resource Information System (HRIS).
- 5. Describe the importance of the selection process, how managers use application forms and pre-employment tests as selection tools, and identify the types of selection errors and biases managers must overcome when screening job applicants.
- 6. Demonstrate an orientation program, distinguish between a general property orientation and a specific job orientation, and identify specific socialization strategies and approaches.
- 7. Identify and explain the stages of the training cycle and describe various training methods.
- 8. Develop performance appraisals and describe their functions, identify commonly used methods of appraising performance, and summarize legal issues relating to performance appraisals.
- 9. Explain the steps and identify options for establishing pay structures, and summarize current issues in compensation administration.
- 10. Identify mandatory, voluntary, and illegal collective bargaining issues and common economic and non-economic reasons behind bargaining.

- 11. Identify major sources of grievances, describe typical grievance procedures, and outline how to prevent grievances at union properties.
- 12. Summarize the history, scope, and goal of the Occupational Safety and Health Act, and describe the enforcement of OSHA standards and requirements.
- 13. Develop an employee assistance program (EAP).
- 14. Outline the hospitality industry's turnover problem, identify the costs of turnover, and summarize several methods for reducing turnover.
- 15. Describe the appropriate use of discharge in an employee discipline program and outline an effective exit interview system.
- 16. Describe ways in which hospitality companies assess and address social responsibility issues, and identify key factors in assessing whether behaviors are ethical.

## Lecture Content

Employment Laws and Applications EEOC Discrimination American with Disabilities Act Job Analysis and Design Elements, steps, techniques, collection, application Planning, Recruiting, Selection Internal and external factors Forecasting Trend analysis Recruiting Validity Selection principles Human Resource Information Services Orientation and Socialization Types Approaches Socialization strategies Training and Development Training cycle Needs assessment Training methods Evaluating Employee Performance Performance appraisals Validity and reliability Appraisal rating and ranking Compensation Administration Influences Content theories of Motivation Process theories of motivation Incentive and Benefits Administration Programs Profit sharing stock options Benefit mandatory/voluntary Retirement Labor Unions Unfair labor practices Acts and Provisions Union certification, organizing, negotiation and collective bargaining Mandatory and voluntary issues Illegal Issues Economic and non economic Issues Intervention, strikes, grievances Health, Safety, and EAPs Occupational, Safety, and Health Act OSHA Accidents and stress in the workplace Employee assistance programs Turnover, Discipline, and Exits Financial implications Causes, remedies, and retention Progressive preventive discipline Appeals and discharge litigation Social Responsibility and Ethics Business and society Philosophical approach Social responsibility and demands Waste management

## Method(s) of Instruction

- Lecture (02)
- DE Online Lecture (02X)

## Instructional Techniques

Lecture, handouts, group participation, video, projects, computers, and lab simulations.

## Reading Assignments

A. Read assigned chapters and modules prior to class. B. Read posted hospitality articles in Blackboard. C. Read posted discussion topic, research and participate in argument. D. Research journal topics.

## Writing Assignments

Quizzes and examinations. Weekly problem solving exercises will include written comprehensive responses. Cognitive responses to classroom

lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critiques techniques.

### **Out-of-class Assignments**

A. Initial writing assignments will include a short essay to assess general country knowledge. B. Access and develop travel plans based on industry knowledge, including and all courses taken at OCC or other public or private institution relating to the hospitality industry. C. Interactive computer demonstration of Power Point presentation skills. E. Examinations consisting of fill-in, multiple choice and short essay. F. All quizzes and examinations will be at least 75% comprehensive responses. G. Weekly problem solving exercises will include written and oral comprehensive responses.

### **Demonstration of Critical Thinking**

The student must complete course appropriate projects, fourteen basic quizzes, mid-term and a comprehensive final examination developed by the Educational Institute and the American Hotel Lodging Association.

Demonstrate various approaches to problem solving, development of professional standards, industry observation, attendance, and participation.

### **Required Writing, Problem Solving, Skills Demonstration**

Quizzes and examinations. Weekly problem solving exercises will include written comprehensive responses. Cognitive responses to classroom lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critiques techniques.

### **Textbooks Resources**

1. Required Woods, Robert H. . Managing Hospitality Human Resources, ed. Lansing: American Hotel and Lodging Educational Institute, 2002  
Rationale: -