



School of Business and Creative Design

Hospitality and Tourism Management Program

Course Outline – Fall 2013

Course Code: HAT 3223

Course Title: Human Resource Planning for
Hospitality and Tourism

Prepared By: Marilyn Neville

Date: Spring 2011

Revised By: N/A

Date: June 2013

Approved By: Yvonne Clarke, Associate Dean

Prerequisite: None

Corequisite: None

Prerequisite for: None

1. Course Description

This course introduces the students to the roles and responsibilities of Human Resource Management specific to the Hospitality and Tourism industry. Planning, job analysis, recruitment, selection, orientation, training, assessments, and compensation will be discussed as applied to union and non-unionized organizations. The industry recognizes that human resource practices must extend beyond the Human Resource department to ensure the successful attraction and retention of employees in an increasingly competitive market.

2. General Education and Essential Employability Skills

This course provides the following provincial Essential Employability Skills:

- #1: Communication
- #3: Critical Thinking and Problem Solving
- #4: Information Management
- #5: Interpersonal
- #6: Personal

Is this course approved as a General Education course?

☒

No

☐

Yes

Students should refer to their program's restricted General Education courses for final determination.

3. Learning Outcomes

Upon successful completion of this course, the learner will be able to:

1. Apply a Human Resource based approach to decision making
2. Apply employment law including Human Rights and Employment Standards legislation
3. Explain the various aspects involved in each step of the employment process
4. Execute a well designed training program
5. Demonstrate the self awareness required to become a successful contributing member of an organization
6. Conduct a formal performance review
7. Comply with the Occupational Health and Safety Act to ensure a safe and healthy work environment
8. Discuss the future of Human Resource Management as it applies to the Hospitality and Tourism Industry

4. Course Objectives

*Learning Outcome
Reference Number*

Unit 1

- | | | |
|-----|--|-------|
| 1.1 | Define human resource management. | [1] |
| 1.2 | Identify the roles and responsibilities of human resource professionals. | [1] |
| 1.3 | Identify challenges in human resource management specifically faced in the hospitality and tourism industry. | [1,8] |
| 1.4 | Define the role of the Human Resource Manager. | [1] |
| 1.5 | Differentiate between Employee Relations and Labour Relations | [1] |
| 1.6 | Develop a job description. | [3] |

Unit 2

- | | | |
|-----|---|-----|
| 2.1 | Define Employment Law | [2] |
| 2.2 | Research employment law and explain how to keep current with changes and amendments. | [2] |
| 2.3 | Apply the regulations of Employment Standards and Human Rights legislation to case studies. | [2] |

Unit 3

- | | | |
|-----|---|---------|
| 3.1 | Define Human Resource Planning. | [1,3] |
| 3.2 | Describe strategies to deal with labour surplus and shortages. | [1,2] |
| 3.3 | Identify factors impacting recruitment in the hospitality and tourism industry. | [1,2,3] |
| 3.4 | Outline the steps involved in the selection process. | [1,2,3] |
| 3.5 | Discuss different types of interview techniques used in the hospitality and tourism industry. | [1,2,3] |
| 3.6 | Explain the steps involved in the hiring and placement process. | [3] |
| 3.7 | Reflect on personal results of personality and behaviour testing. | [5] |

Unit 4

- | | | |
|-----|---|---------|
| 4.1 | Contribute to the development of an orientation program. | [1,3] |
| 4.2 | Discuss commonly used training techniques used in the hospitality and tourism industry. | [1,3,4] |

| | | |
|---------------|---|---------|
| 4.3 | Deliver an on the job training session based on the “Train the Trainer” model. | [1,4] |
| 4.4 | Define performance management. | [1,3,6] |
| 4.5 | Discuss Corrective action in both union and non unionized environments.[| [1,3,6] |
| 4.6 | Discuss different approaches to performance appraisals and the pros and cons of each. | [1,3,6] |
| 4.7 | Identify the criteria used to design a personal development plan. | [5,6] |
| 4.8 | Conduct a performance review based on observed behaviours | [1,6] |
| Unit 5 | | |
| 5.1 | Identify management’s responsibilities in setting and administering compensation and benefits. | [1,3] |
| 5.2 | Discuss benefit programs common to organizations within the industry. | [1,3] |
| 5.3 | Explain how flexible benefit programs can be an economical tool for organizations. | [1,3] |
| 5.4 | Discuss compensation as a motivational tool. | [1,3] |
| 5.5 | Design strategies to develop a motivated team. | [1,3] |
| Unit 6 | | |
| 6.1 | Discuss the impact of cultural diversity on the hospitality and tourism industry. | [1,2,3] |
| 6.2 | Discuss employee relations as it relates to large hospitality organizations. | [1,3] |
| 6.3 | Explain the importance of Employee Assistance Programs. | [1,3] |
| 6.4 | List stress reduction strategies to reduce the risk of addiction. | [3,5] |
| 6.5 | Discuss the role of unions in the hospitality and tourism industry. | [1,2] |
| Unit 7 | | |
| 7.1 | Explain the rights of workers and duties of employers under the Occupational Health and Safety Act. | [1,7] |
| 7.2 | Apply knowledge of insurance liability as it relates to health and safety. | [1,7] |
| 7.3 | Navigate the WSIB website and identify actions required in the event of an accident. | [1,7] |

- 7.4 Develop strategies to ensure a safe and healthy work environment including environmental factors, knowledge of ergonomics to increase accessibility, and ongoing health, safety and security training. [1,7]

Unit 8

- 8.1 Summarize the impact of technology on HRM. [8]
8.2 Identify the uses of a Human Resource Information System. [8]
8.3 Discuss issues affecting the future of HRM in the hospitality and tourism industry. [1,8]

5. Resources and Supplies

a. Required

None

b. Supplemental

Various readings related to the course topic will be assigned for the purpose of discussion and review. The student is encouraged to utilize various sources of current knowledge including periodicals available in the Resource Centre and the thousands of related sites on the World Wide Web. Students should keep up to date on trends in the tourism industry portrayed in the media.

Students will be expected to dress professionally for all guest speakers and all off campus excursions.

6. Methodology

This course will consist of lectures, independent learning, and class activities are designed to explain concepts and principles necessary for the successful completion of this course. Group/Individual assignments, hands on application, presentations and visiting guest speakers will be used as a means of sharing information. The use of case studies and situational analysis offer students an opportunity to be involved in actual problems or situations faced by Hospitality and Tourism professionals.

7. Student Evaluation

The following elements will determine the student's final grade:

| | |
|----------------------------------|-------------|
| Tests (2 @ 25%) | 50% |
| Assignments | 50% |
| Job Description (5%) | |
| Train the Trainer (15%) | |
| Performance Review (15%) | |
| Workplace Health and Safety (5%) | |
| Reflection Portfolio (10%) | |
| Total | 100% |

Missed Test Policy

All tests must be written and all assignments must be submitted to the instructor's satisfaction in order to receive a passing grade. If the student is not present for a quiz, the result will be recorded as a zero. The instructor may make an exception and allow the test to be written at a time other than the scheduled time provided that:

- A medical certificate is presented as proof of the student's inability to be present at the scheduled time
- The instructor has agreed in ADVANCE that there is justification for the student not being present at the scheduled time

Due Dates and Late Submissions

The student is expected to complete all assignments on time. All assignments are to be submitted during scheduled class time on the due date or as per faculty instruction. Late submissions will be penalized at 10% per day.

The round off mathematical principle will be used. Percentages are converted to letter grades and grade points as follows:

| Mark (%) | Grade | Grade Point | Mark | Grade | Grade Point |
|----------|-------|-------------|-------|-------|-------------|
| 94-100 | A+ | 4.0 | 67-69 | C+ | 2.3 |
| 87-93 | A | 3.7 | 63-66 | C | 2.0 |
| 80-86 | A- | 3.5 | 60-62 | C- | 1.7 |
| 77-79 | B+ | 3.2 | 50-59 | D | 1.0 |
| 73-76 | B | 3.0 | 0-49 | F | 0.0 |
| 70-72 | B- | 2.7 | | | |

The passing grade in this course is a D. The Hospitality and Tourism Management Program requires a grade of D in order to graduate from the program. For further clarification, the student may consult with the Program Coordinator or the Dean.

8. Related Items

Students with Disabilities

If you are a student with a disability please identify your needs to the professor and/or the Accessibility Centre so that support services can be arranged for you. You can do this by making an appointment at the Accessibility Centre, Room L103 ext.3427 or by arranging a personal interview with the professor to discuss your needs.

Student Rights and Responsibility Policy

Acceptable behaviour in class is established by the instructor and is expected by all students. Any form of harassment or violence will not be tolerated. Action will be taken as outlined in Lambton College policy.

Cheating and plagiarism are serious academic offences subject to disciplinary action. It is the student's responsibility to be aware of the cheating policy as described in the Lambton College Student Rights and Responsibilities policy. For further information on all of these policies, links may be found on the Lambton College website.

Prior Learning Assessment Statement

This course is eligible for Prior Learning Assessment

☒ **Yes** ☐ **No**

If yes has been selected, you may choose to contact the Counselling Department for advice on Prior Learning Assessment.

Date of Withdrawal without Academic Penalty

Please consult the Academic Regulations and Registrar's published dates.

Waiver of Responsibility

Every attempt has been made to ensure the accuracy of this information as of the date of publication. The content may be modified, without notice, as deemed appropriate by the College.

Note: It is the student's responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.