TQF. 3 Course Specification

Course Code :   IHT 2303

Course Title :   Human Resources Management in Hospitality and Tourism

Credits :   3(3-0-6)

Semester /Academic Year : 2/ 2015

Students :   Bachelor of Business Administration in Hospitality and Tourism
Management

Lecturers :   Miss. Kanyapilai Kunchornsirimongkon

International College, Suan Sunandha Rajabhat University

Content

Section		Page

Section 1 General Information

1. **Code and Course Title:** Human Resources Management in Hospitality and Tourism (IHT 2303)
2. **Credits:**   3(3-0-6)

3. **Curriculum and Course Category :**

    This course of Bachelor of Business Administration ,International College, SSRU is categorized in *Requirement Course: Cluster in International Teaching Profession* **.**

4. **Lecturers:** Ms. Kanyapilai Kunchornsirimongkon

5. **Year / Semester**

    Undergraduate Student Year 2 / Semester 2/2015

6. **Prerequisite Course**

    None

7. **Co-requisite Course :**

    None

8. **Learning Location**

    Nakornpathom Educational Centre

    Monday 9.00 – 12.00   Room No. 402

9. **Last Date for Preparing and Revising this Course:**

    November 25, 2015

Section 2 Objectives and Purposes

1. Course Objectives

At the end of this course, the student will be able to perform in the following areas of performance:

(1) Synthesize information regarding the effectiveness of recruiting methods and the validity of selection procedures, and make appropriate hotel staffing decisions.

(2) Design a training program in a hotel using a useful framework for evaluating training needs, designing a training program, and evaluating training results.

(3) Evaluate a company's implementation of a performance-based pay system.

(4) Demonstrate knowledge of hotel employee benefit concepts, plan design, administrative considerations and regulations governing hotel employee benefit practices.

(5) Classify and assess the operational activities which comprises the HRM activity in hotel organizations.

(6) Critically evaluate alternative perspectives on HR practices.

(7) Analyze the relationship between HR practices and their outcomes for the individual and the hotel organization.

2. Purposes for Developing / Revising Course (content / learning process / assessment / etc.)

According to previous semester, the lecturer add more activities as a learning process in the course.

Section 3 Course Structure

1. Course Outline

Human resources management, organization structure, workforce planning and analysis, staff recruitment and selection, reward and remuneration, employee discipline and termination, staff development and career planning, performance appraisal, performance standard, quality management principles and improvement techniques, managing change and strategic international human resources management.

2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture	Supplemental Teaching	Practice/ Field Work/ Internship	Self Study	Remedial Class
48 hours	As needed in group	0 hour	90 hours	-

3. Time Length per Week for Individual Academic

Consulting and Guidance

3 hours, every Tuesday

Section 4 Developing Student's Learning Outcomes

Learning Standards/Outcomes	Learning Activities	Learning Assessment
1. Ethics and Moral (1) Be able to deliver or to complete a required task at or the appointed time. (2) Be able to do the right thing according to the values, beliefs and principles they claim to hold, (3) Be able to make decisions in business according to moral concepts and judgments.	Work in group to discuss learning management, classroom management, and educational quality assurance; and their impact on teachers' skills and attitudes. (1) The team of students will help to remind other team members to be on time. (2) Provide an example of integrity in classroom such as no plagiarism. (3) Provide a case study that explains business ethics.	Group discussion Report (1) Checking student attendance every class (2) Evaluate from how many students cheating in exam. (3) Evaluate from students' responsibility on their contribution on group project.

Learning Standards/Outcomes	Learning Activities	Learning Assessment
2. Knowledge (1) Understanding the business theories and important case studies taught (2) To be able to provide an analysis and provide the solution to real world problems especially in human resource in hospitality business (3) To be able to use business knowledge integrated with other disciplines	(1) Use Problem-based learning (2) Use cooperative learning techniques (3) Invite guest speaker who is an expert in real world business	(1) Pop-quiz, midterm, and final exam (2) A group project (3) Class Presentation
3. Cognitive Skills (1) The ability to gather and summarize information, and conduct research (2) Self-study and sharing information to the class (3) The ability to solve problems from case studies	(1) Group Presentations (2) Participate in real competitions such as Recruitment plan. (3) Problem-based learning	1. Individual portfolio 2. Term papers 3. Group report presentation
4. Interpersonal Skills and Responsibilities (1) Be able to communicate with foreigners in English (2) Be able to use English to solve business problem (3) Initiate some new business ideas and have leadership	(1) Allow students with work in unfamiliar situation with new team members (2) Practice business manner and how to deal with customers (3) Use advance business English to communicate in class and with lecturers	(1) How students participate in teamwork (2) How students use advance business English in their presentation.

Learning Standards/Outcomes	Learning Activities	Learning Assessment
5. Numerical Analysis, Communication and Information Technology Skills (1) Be able to use basic ICT skills and apply them to daily. (2) Be able to use statistics and mathematics to solve business problems. (3) Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real life experiences.	(1) Use case studies that allow students to implement their knowledge of statistics and mathematics to solve business problems (2) Use activities such as encouraging students to show their work in an exhibition. (3) Students will form a team and do the group projects that require two-ways communication and develop their social skills.	(1) Evaluate the correct application of statistics and mathematics to solve problems. (2) Evaluate their ability to present their work in at a exhibition. (3) Evaluate their ability to use software computer such as Photoshop doing their work.

Section 5 Lesson Plan and Assessment

1. Lesson Plan

Week	Topic/Outline	Hours	Learning Activities and Media
1	**Introduction to HRM in hospitality & tourism** - Historic Changes in Human Resources Management - The role of the Human Resources Manager in a hotel - Duties as a Manager with Human Resources Responsibilities in a hotel	3 hours	Direct Instruction
2	**The labor market and hospitality recruitment** - Labor market - Labor shortage: solutions - Hospitality recruitment - The role of recruitment in the planning process	3 hours	Direct Instruction / Group discussion
3	**Job analysis and job design** - Job analysis - Job design - Staffing guides	3 hours	Group discussion
4	**Selection, Hiring and Placement** - Selection - Pre-interview & conduct interview - Pre-employment testing - Record retention - Successful selection - Hiring and placement	3 hours	Lecture / Case Study Assignment (1)
5	**Hospitality Orientation and Training Programs** - Orientation goals & planning - Socialization - Developing training program	3 hours	Lecture / Case study Group discussion Guest Speaker: Developing personality and preparing before get into job interview
6	**Development Programs, Coaching and Team building** - Development's function in HRM - Career development programs - HR manager or HOD as coach	3 hours	Direct Instruction / Case study Quiz (1)
7	Group Project / Presentation	3 hours	Group Presentation

Week	Topic/Outline	Hours	Learning Activities and Media
8	Midterm Examination	3 hours	Midterm Examination
9	**Evaluating Performance and Employee Retention** - Evaluating Performance - The role of performance appraisal - Judge versus coach - Methods of appraising performance	3 hours	Lecture / Assignment (2)/ Guest Speaker from Intercontinental Hotels Group Discussion : Case-study : Recommendation from hotel supervisors in internships year 2013 (IHG)
10	**Compensation administration** - Considerations in developing a compensation plan - Compensation as a motivation tool - Pay- for-performance - Trends in compensation planning	3 hours	Direct Instruction/ Case-study Group
11	**Employee Motivation (4 Drives)** - Acquire, Bond, Challenge & Defend	3 hours	Direct Instruction / Case-study Group Discussion
12	**Occupation Health & Safety Program** - Procedure of OH&S program - Develop the OH&S manual	3 hours	Direct Instruction/ Case-study Assignment (3)
13	**Human Resources Management Trends** - Updated HRM issues in hospitality & Tourism Industry	3 hours	Direct Instrution / Case-study / Quiz (2)
14	Individual Project / Presentation	3 hours	Individual Presentation (1)
15	Individual Project / Presentation /	3 hours	Individual Presentation (2) Final Review
16	Final Review and Case Study practice	3 hours	Group Discussion/ Case-study
17	Final examination	3 hours	Final examination
Total of Hours		48	

2. Learning Assessment Plan

Learning Outcomes	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1. Ethics and Morals To have ethic behavior (personal responsibility , corporate responsibility) and moral reasoning.	1. Individual portfolio 2. Group discussion	Through out semester	10 %
2. Knowledge (1) To compile courses to formulate a learning plan for teaching mathematics. (2) To design a learning model appropriate to the learners' ages; (3) To select, develop and produce media and instrument that promote learning.	1. Project work and Term papers 2. Project work designed using the Geometer's Sketchpad 3. Group report presentation	Through out semester	50 %
3. Cognitive Skills (1) To organize activities that promote learning and classify the learners' levels based on evaluation. (2) To create project work assignment on Algebra using GSP.	1. Project work and Term papers 2. Project work designed using the Geometer's Sketchpad (GSP) 3. Group report presentation 4. Student center	Through out semester	10 %

Learning Outcomes	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
4. Interpersonal Skills and Responsibilities (1) Have responsibility for assignment : Design lesson plan and project work using GSP in Algebra (2) Positive interdependence, accountability and posses social skills	1. Checklists 2. Observation 3. Interviews	Through out semester	10 %
5. Numerical Analysis, Communication and Information Technology Skills (1) Have mathematical skills to analyse and solve Algebraic problems (2) Able to create algebraic functions using mathematics software and self learning through E-learning and Moodle. (3) Can use correct language in oral and written presentations. (4) Can use computer and IT to search for new knowledge through various search engines.	1. Project work and Term papers 2. Project work designed using the Geometer's Sketchpad (GSP) 3. Group report presentation 4. Individual portfolio	Through out semester	20 %

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

- Robert H. Woods (2005) <u>Managing Hospitality Human Resources</u> (3rd Edition).

- Tanke , Mary & Delmar (2000) <u>Human Resources Management for the Hospitality Industry</u> (2nd Edition)

2. Important Documents for Extra Study

- Walker, J.R. (2009) <u>Introduction to Hospitality Industry</u> (5th Edition).

- Tesone, D.V. (2005) <u>Human Resource Management in the Hospitality Industry</u>: A Practitioner's Perspective.

- Iverson K. M. (2001) <u>Managing Human Resources in the Hospitality Industry</u>: An Experimental Approach by Prentice Hall.

- Baum, Tom (2009), <u>Human Resource management for tourism, hospitality and leisure</u>, Cengage Learning.

- Dewhurst, Helen, Dewhurst, Peter and Livesey, Rachel (2007), <u>Tourism and hospitality SME training needs and provision</u>, Tourism and Hospitality Research, (7) 1, pp. 131-143.

- Harris, Kimberley and West, Joseph (1993), <u>Using multimedia in hospitality training, Cornell Hotel and Restautant Administration Quarterly</u>, Sage Social Science Collections, pp. 34-75 .

- Martin, Drew and Woodside, Arch G. (2007), <u>Experiential Learning exercises for tourism and hospitality executive training</u>, International Journal of Culture, Tourism and Hospitality Research, (1) 4, pp. 269-272.

- Mohsin, Asad (2006), <u>Cross cultural sensitivies in hospitality</u>, Paper to be presented at the 'International Conference on Excellence in the Home: Balanced Diet – Balanced Life' Royal Garden Hotel, Kensington, UK.

- Poulston, Jill (2008<u>), Hospitality workplace problems and poor training: a close relationship</u>, Journal of Contemporary Hospitality, (20) 4, pp. 412-427.

- Safer Industries (2006), <u>Managing Occupational Health and Safety in the Hospitality Industry</u>,WorkCover Corporation Grants.

- Whitelaw, Paul A.; Barron, Paul; Buultjens, Jeremy; Carincross, Grant and Davidson, Michael (2009),<u>Training needs of Hospitality Industry</u>, CRC for Sustainable Tourism Pty Ltd.

3. Suggestion Information (Printing Materials/Website/CD/Others)

Keywords for searching:

Human Resources, Hospitality, Tourism

Website: http://ec.europa.eu/enterprise/sectors/tourism/tourism-business-portal/documents/business/resources/personnel_management.pdf

Section 7 Course Evaluation and Revising

1. Strategies for Course Evaluation by Students

Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum. Examples of questions:

(1) Content objectives were made clear to the students.

(2) The content was organized around the objectives.

(3) Content was sufficiently integrated.

(4) Content was sufficiently integrated with the rest of the first year curriculum.

(5) The instructional materials used were effectively.

(6) The learning methods appropriate assessed the students' understanding of the content.

(7) Overall, Students are satisfied with the quality of this course.

2. Strategies for Course Evaluation by Lecturer

2.1 Lecturers team observe the class and discuss the results as follow:

(1) The lecturer is well prepared for class sessions.

(2) The lecturer answers questions carefully and completely.

(3) The lecturer uses examples to make the materials easy to understand.

(4) The lecturer stimulated interest in the course.

(5) The lecturer made the course material interesting.

(6) The lecturer is knowledgeable about the topics presented in this course.

(7) The lecturer treats students respectfully.

(8)   The lecturer is fair in dealing with students.

(9)   The lecturer makes students feel comfortable about asking question.

(10) Course assignment are interesting and stimulating.

(11) The lecturer's use of technology enhanced learning in the   classroom.

2.2   The Director /Head of program construct assessment items to evaluate four dimensions of lecturer's competencies : teaching skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

3. Teaching Revision

Lecturer revises teaching/learning process based on the results from the students' survey questions , the lecturer team's observation, and classroom research.

4. Feedback for Achievement Standards

International College Administrator Committee monitor to assessment process and Grading.

5. Methodology and Planning for Course Review and Improvement

(1) Revise and develop course structure and process every two years.

(2) Assign different lecturers teach this course to enhance students' performance.

———————————