

J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: HRI 255

Credits: 3

Course Title: Human Resources Management and Training for Hospitality and Tourism

Course Description: Prepares the students for interviewing, training, and developing employees. Covers management skills (technical, human, and conceptual) and leadership. Covers the establishment and use of effective training and evaluative tools to improve productivity. Emphasizes staff and customer relations. Lecture 3 hours per week.

General Course Purpose: This course is intended to relate HR theories and processes used for training and meeting guidelines and laws throughout the hospitality industry.

Course Prerequisites and Co-requisites:

None

Student Learning Outcomes:

Upon completing the course, the student will be able to

- a. Describe the EEOC and distinguish between EEO laws and affirmative action;
- b. Define "disability" and describe the Americans with Disabilities Act (ADA) and its implications for human resource managers at hospitality operations;
- c. Explain the importance of job analysis and job design;
- d. 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);
- e. Describe the importance of the selection process, explain 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;
- f. Explain the purpose of an orientation program, distinguish between a general property orientation and a specific job orientation, and identify specific socialization strategies and approaches;
- g. Identify and explain the stages of the training cycle and describe various training methods;
- h. Describe the functions of performance appraisals, identify commonly used methods of appraising performance, and summarize legal issues relating to performance appraisals;
- i. Describe types of compensation and outline the major influences on compensation plans;
- j. Explain the steps and identify options for establishing pay structures, and summarize current issues in compensation administration;
- k. Describe effective incentive programs and identify four general categories of employee benefits;
- l. Summarize the reasons employees join unions, analyze the statistics and trends of union membership, and explain the goals and content of major U.S. legislation affecting labor relations;
- m. Identify mandatory, voluntary, and illegal collective bargaining issues and common economic and non-economic reasons behind bargaining;
- n. Identify major sources of grievances, describe typical grievance procedures, and outline how to prevent grievances at union properties;
- o. Summarize the history, scope, and goal of the Occupational Safety and Health Act, and describe the enforcement of OSHA standards and requirements;

- p. Describe the components and benefits of an employee assistance program (EAP);
- q. Outline the hospitality industry's turnover problem, identify the costs of turnover, and summarize several methods for reducing turnover;
- r. Summarize approaches to employee discipline;
- s. Describe the appropriate use of discharge in an employee discipline program and outline an effective exit interview system; and
- t. Describe ways in which hospitality companies assess and address social responsibility issues, and identify key factors in assessing whether behaviors are ethical.

Major Topics to Be Included:

This course consists of the study of human resources management principles as applied to staffing, training, and assessment, and, as such, integrates skill areas including selection and hiring, record keeping, orientation and training, and evaluation, reward, and discipline.

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