

## COURSE OUTLINE

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DEPARTMENT:	Professional Technical Education
CURRICULUM:	BAS/Hospitality Management
COURSE TITLE:	Human Resource Management
COURSE NUMBER:	HMG 411
TYPE OF COURSE:	Lecture
COURSE LENGTH:	1 quarter
CREDIT HOURS:	3
LECTURE HOURS:	33
LAB HOURS:	0
CLASS SIZE:	30
PREREQUISITES:	Students must be enrolled as BAS students in the Hospitality Management Program or approved by instructor.
COURSE DESCRIPTION:	Policy and practice in human resources utilization, selecting, training, motivating, evaluating and compensating employees; labor relations, EEO legislation.

## STUDENT LEARNING OUTCOMES:

1. Personal Responsibility - Demonstrate the ability to be timely, responsible for tasks assigned as well as working independently, value one's own skills and abilities and value intellectual inquiry and ethical behavior. Be motivated in the pursuit of gaining more knowledge of the Hospitality Industry.
2. Human Relations - Use social interactive skills to work in groups effectively. Recognize the diversity of cultural influences and values of peers, colleagues, and the Hospitality Industry overall. Students will have the opportunity to work in a group setting with peers of different ethnicity. Therefore, students will be required to interact in a professional manner at all times.
3. Critical Thinking and Problem Solving - This course requires students to critically analyze cost control functions and human resource management of the food and beverage industry.
4. Information Literacy - Access and evaluate information from a variety of resources, including research in the library, various website searches, reading textbooks, and

- peer discussion. Students will be sharing their information through formal and informal class discussion and a formal presentation.
5. Communication - Read and listen actively to learn and communicate. Speak and write effectively for personal, academic, and career purposes. In this course, students will read assigned each assigned chapter, listen to demonstrations by the instructor, and communicate with peer information gathered by research.
  6. Technology - Select and apply appropriate technology tools for personal, academic, and career tasks.

#### PROGRAM OUTCOMES ADDRESSED:

3. Describe a hospitality business philosophy.
4. Utilize computer technology.
8. Demonstrate a competency in understanding and executing human resource policy and practices consistent with organization objectives and third party regulatory entities.
9. Demonstrate knowledge in personal skills as it pertains to the hospitality industry including professional business etiquette and ethics.
10. Apply basic principles of management and leadership.
11. Recognize diversity of cultural influences and values.
12. Manage and implement daily operations of a hospitality enterprise.
13. Understand and apply basic principles of business law and ethics.

#### GENERAL COURSE OBJECTIVES:

After successfully completing this course the student will be able to:

1. Explain the importance of job analysis and describe how the results of job analysis are used in job descriptions and job specifications.
2. Explain and apply methods for forecasting labor demand, and identify the advantages and disadvantages of internal and external recruiting.
3. Describe the importance of the selection process, and identify the types of selection errors and biases managers must overcome when interviewing job applicants.
4. Explain the purpose of an orientation program, explain the importance of a socialization program, and distinguish between a general property orientation and a specific job orientation.
5. Identify and describe the stages of the training cycle, and explain how a training needs assessment is developed and conducted.
6. Describe the functions of performance appraisals, and identify the principal types of rating systems used in appraising performance.
7. Describe types of compensation, and outline the major influences on compensation plans.
8. Outline the steps and identify options for establishing pay structures.
9. Summarize current issues in compensation administration.
10. Identify the characteristics and advantages of effective incentive programs.
11. Outline the reasons employees join unions, analyze statistics of union membership, and describe how unions are adapting as they look to the future.
12. Identify mandatory, voluntary, and illegal collective bargaining issues and common economic and non-economic reasons behind bargaining.
13. Describe how managers should prepare for collective bargaining, choose a negotiating team, and select a bargaining strategy.