

Human Resources Management in the Hotel Industry

Code: 103745
ECTS Credits: 6

Degree	Type	Year	Semester
2502904 Hotel Management	FB	2	1

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

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Use of Languages

Principal working language: english (eng)
Some groups entirely in English: Yes
Some groups entirely in Catalan: No
Some groups entirely in Spanish: No

Prerequisites

There are not prerequisites

Objectives and Contextualisation

At the end of the subject, students will have to be able to manage the Human Resources Management by Competencies, for which they will have to:

- 1.- Know different theoretical concepts, both referring to Personnel Policies (Personnel Selection, Training, Evaluation, Planning, etc.), as well as those related to People Management (Leadership, Motivation, Communication, etc.).
- 2.- Acquire through practice various skills to be implemented in the near future.
- 3.- Reflect about their own characteristics, in order to be aware of their own abilities, which will allow them to carry out this activity.

Additionally, they will have to know what is the role of the current Personnel Directorate, which is integrated into an organization -both to respond to the needs of the organization as well as the people working on it.

At the same time, the course reflects on the possible contributions that can be made to the Human Resources Area in the training for sustainability, facilitating spaces that allow searching for solutions to possible conflicts that arise in the relations between society and nature.

Competences

- Be able to search efficiently for the necessary information.
- Define and apply the management of different types of organisation in the hotel and catering sector.
- Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
- Demonstrate knowledge of the basic principles of accommodation and catering in all their dimensions, departments, activities and areas in the context of the tourist sector.

- Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
- Develop a capacity for independent learning.
- Identify and apply the elements that govern activity in the hotel and catering sectors, their interaction in the environment and their impact in the different business subsystems in the sector.
- Manage and organise time.
- Manage communication techniques at all levels.
- Plan and manage activities based on quality and sustainability.
- Plan, organise and coordinate work teams creating synergies and knowing how to put yourself in the place of others when negotiating and managing conflicts.
- Respect the diversity and plurality of ideas, persons and situations.
- Work in teams.

Learning Outcomes

1. Be able to search efficiently for the necessary information.
2. Define, identify and apply the strategies, structures and processes related to human resources in hotel and catering companies.
3. Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
4. Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
5. Develop a capacity for independent learning.
6. Distinguish, identify and apply the concepts of strategic management to the products of hotel and catering companies.
7. Identify the theoretical and conceptual basis of the strategy of the tourist business.
8. Manage and organise time.
9. Manage communication techniques at all levels.
10. Plan and manage activities based on quality and sustainability.
11. Plan, organise and coordinate work teams creating synergies and knowing how to put yourself in the place of others when negotiating and managing conflicts.
12. Respect the diversity and plurality of ideas, persons and situations.
13. Work in teams.

Content

A) THE DIRECTIVE FUNCTION (12 hours)

1. Scope and content of the Human Resources policy.
2. Emotional intelligence.
3. Concept, elements and types of management.
4. Work Organisation. Organisational and Human Structure.
5. Current trends.
6. Management in hotel companies.

B) HUMAN RESOURCE MANAGEMENT (28 hours)

7. Human Resources Planning.
8. Job Analysis and Job Description.
9. Recruitment and selection process. Integration and orientation.
10. Staff training and development. Career development
11. Performance Appraisal. 360° evaluation. Assessment Center.
12. HR policies in the hotel sector.

C) ORGANISATIONAL BEHAVIOR (20 hours)

13. Perception - Interpersonal Communication in the Organization.
14. The motivation of work teams.
15. Management Styles. Leading or seducing. Management by objectives.
16. Time management. Delegation.

17. Organisational Culture and Labour Climate.

18. People as a key element in the management of companies in the hotel sector.

Methodology

The subject is based on the following three teaching-learning methodologies:

a) Methodology of the theoretical part of the subject:

Master classes covering basic concepts and different topics of the program. The classes are taught with audiovisual (sometimes watching videos as a reinforcement of the theory, PowerPoint presentations, etc.).

b) Methodology of the practical part of the subject:

In-class development and presentation of exercises and practical cases (individual and in team) related to the theoretical explanations (some exercises are carried out outside class hours). In addition, assignments will be developed on some of the program topics and then presented in class in front of the professor and the rest of students. Both the exercises and the assignment involve the submission of a paper document and / or digital format for evaluation.

c) Methodology of the open (distance-learning) part of the subject:

The Virtual Campus platform will be used as an information complement and as alternative media between students and professor. The Virtual Campus contains the file of the subject together with the complementary material to the theory in digital format, exercises and cases, links to web pages, and so on.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
THEORETICAL CLASSES, STUDENT ACTIVE PARTICIPATION	60	2.4	4, 3, 6, 2, 7, 10, 1
Type: Supervised			
TUTORIALS	10	0.4	6, 2, 7
Type: Autonomous			
DEVELOPMENT OF OUTLINES, ASSIGNMENTS AND SELF-ASSESSMENT	30	1.2	4, 6, 8, 7, 10

Assessment

THREE EVALUATION OPTIONS

A) CONTINUOUS EVALUATION:

1) The exam of the subject, which will be 40% of the final grade, will incorporate both the theoretical subject presented in lectures and aspects related to the practical part of the subject (5% of the total of this part, will be self-evaluated by the student himself).

2) The development and presentation-discussion of individual and team exercises during the course, with submission on certain dates. Valuation: 20% of the final grade.

3) The development of a team work on certain topics of the program, focused on companies in the hotel sector. This work will be delivered on dates to be specified and will be presented publicly in class. Valuation: 40% of the final grade.

To make the average of the final grade, it will be necessary to obtain a minimum of 4 out of 10 in each of the three parts that are the object of the evaluation.

B) UNIQUE EVALUATION: Final exam (total subject).

Set date and time, according to the academic calendar, in the Official Center Programming (EUTDH). There will be a single type of final exam, there being no difference between students who have not satisfactorily passed the continuous assessment and those who have not followed it.

C) RE-EVALUATION.

Set date and time, according to the academic calendar, in the Official Center Programming (EUTDH). Only for those students who have obtained a grade equal to or greater than 3.5 and less than 5 at the sole / final evaluation. The maximum grade of this re-evaluation will not exceed 5 as a final grade.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
GROUP PRESENTATION	40%	18	0.72	3, 6, 2, 9, 11, 13
PRAGMATICAL ASSIGNMENTS	20%	30	1.2	4, 3, 2, 9, 8, 7, 10, 11, 12, 1, 13
THEORETICAL EXAM	40%	2	0.08	5, 2, 8, 7, 10

Bibliography

1. Mathis, J. Human Resource Management Essential Perspectives, 3rd Edition, Thomson South-Wester (2005)
2. Mondy, W; Martocchio, J. Human Resource Management. Pearson Education Limited, 14th International Edition (2015)
3. Raymond, N; Hollenbeck et al. Fundamentals of Human Resource Management, 7th International Edition (2013)

4. Torrington, Hall and Taylor. Human Resource Management, 6th Edition, Harlow, England: Prentice Hall (2005)

Support material prepared by professor and displayed in Virtual Campus