

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, and EEO legislation.

STUDENT LEARNING OUTCOMES:

1. **Communication**
 - Read and listen actively to learn and communicate.
 - Speak and write effectively for academic and career purposes.
2. **Human Relations**
 - Use social interactive skills to work in groups effectively.
 - Have knowledge of the diverse cultures represented in our multicultural society.
3. **Critical Thinking & Problem-Solving**
 - Think critically in evaluating information, solving problems and making decisions.
4. **Technology**
 - Select and use appropriate technological tools for academic and career tasks.
5. **Personal Responsibility**
 - Uphold the highest standard of academic honesty and integrity.
 - Respect the rights of others in the classroom, online and in all other school activities.

- Attend class regularly, complete assignments on time and effectively participate in classroom and online discussions, group work and other class-related projects and activities.
 - Abide by appropriate safety rules in laboratories, shops and classrooms.
- 6. Information Literacy**
- Independently access, evaluate and select information from a variety of appropriate sources.
 - Have knowledge about legal and ethical issues related to the use of information.
 - Use information effectively and ethically for a specific purpose.

PROGRAM OUTCOMES ADDRESSED:

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

GENERAL COURSE OBJECTIVES:

After successfully completing this course the student will be able:

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.