



Course Specification

Course Title: Human Resource Management in Hospitality Industry

Course Code 3572119

Semester 2nd Academic Year 2020

Bachelor of Arts Programme in Hospitality Management

(International Programme)

School of Tourism and Hospitality Management

Suan Dusit University

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Course Specification

Name of institution	Suan Dusit University
Campus/faculty/department	School of Tourism and Hospitality Management

Section 1 General Information

1. Course code and course title

Course code: 3572119 / Course Title: Human Resource Management in Hospitality
Industry

2. Number of credits

3(3-0-6)

3. Curriculum and type of subject

3.1 Bachelor of Arts Programme in Hospitality Management

3.2 Type of Subject: Specific Courses

4. Responsible faculty members

4.1 course coordinator AJ.Tipvimon Prasertsri

4.2 Instructors AJ.Tipvimon Prasertsri

5. Semester / year of study

semester 2 academic year 2020 /student year 2

6. Pre-requisite (if any)

None

7. Co-requisites (if any)

None

8. Venue of study

Suan Dusit University

9. Date of latest revision

14/11/2020

Section 2 Aims and Objectives

1. Aims of the Course

The objective of the course is to teach the basic principles as well as modern strategies of human resource management in hospitality—how an organization acquires, rewards, motivates, uses, and generally manages its people effectively. In addition to providing a basic legal and conceptual framework for managers, the course will introduce the manager to practices and techniques for evaluating performance, structuring teams, coaching and mentoring people, and performing the wide range of other people related duties of a manager in today's increasingly complex workplace.

2. Objectives of Course Development/Modification

1. To gain a theory and general idea about Human Resource Management for Hospitality
2. To be able to explain how to manage people in the diversity in the workplace.
3. To apply the knowledge and develop the personal skills for working in tourism industry
4. To know how to retain people with the skills necessary to accomplish the business's goals

Section 3: Course Description and Implementation

1. Course Description

Role of human resource management, work and labour regulation strategic of human resource management in an international level related to host, home and third nationals, recruitment, selection, training, development and compensation, expatriation and repatriation by applying case study of the human resource from selected countries the basic principles of strategic human resource management..

2. Number of Hours per Semester

Lecture (Hour)	Additional class (Hour)	Laboratory/field trip/internship (Hour)	Self-study (Hour)
45	-	-	90

3. Number of hours that the lecturer provides individual counseling and guidance

- In class and course convener will be available for additional academic advice for 2 hours per week

Section 4 Development of Students' Learning Outcomes

1. Morality and Ethics

1.1 Expected outcome on morality and ethics

Enable the students to be responsible, disciplined, honest and able to morally and ethically apply specific skills learnt throughout this course as follows:

- (1) To realise good values, moral conscience and ethics, to be able to deal with the conflicts relating to profession etiquette.
- (2) To be self and social responsible with good attitude and behaviour.
- (3) To responsible of duties, good membership and develop leadership skills and act as a role model to others.
- (4) To be disciplined and follow the organisational and social rules and regulations.

1.2 Teaching methods

- lecturing alongside with examples of moral and ethical issues such in referencing and matters related to intellectual property law

- organising a focus group to find relevant examples

1.3 Evaluation methods

- Frequency of attendance and punctuality of assessment submission

2. Knowledge development

2.1 Expected outcome on Knowledge and skills development

(1) To understand the important principles and theories of Hospitality Human Resource Management, and related skills systematically and globally.

- (2) To be able to integrate knowledge of hospitality with other related fields.

(3) To understand research designs and methodology in order to solve organization problems and to develop organizational knowledge management.

2.2 Teaching methods

- Lecture, focus group, group work, academic presentation, analytical studies, academic assessments throughout the semester

2.3 Evaluation methods

- Mid-term exam, and final exam
- Other written and verbal assessments throughout the semester

3. Intellectual Knowledge Innovation

3.1 Expected outcome on Intellectual Knowledge Innovation

● (1) To be able to evaluate and analyze data, and able to think critically and systematically in order to find cause, effect, and resolution of the problems in depth.

(2) To be able to apply methodologies, synthesis, evaluation both practically and theoretically in actual operations.

○ (3) To be able to suitably apply knowledge and innovation in business term and able to adapt innovation technology to the profession and related fields.

3.2 Teaching methods

- Group work and academic presentation
- Group discussion regarding academic writing

3.3 Evaluation methods

- Exams and assessments that focus on students' critical thinking analysis

4. Interpersonal Skills and Responsibility

4.1 Expected outcome on Interpersonal Skills and Responsibility

● (1) To be able to work with others and solve the problems both as a good leader and a good team member.

(2) To be able to develop self – improvement continuously on professional learning improvement based on international criterion.

4.2 Teaching methods

- delegate group work for group discussions
- require oral presentations

4.3 Evaluation methods

- self evaluation
- peer evaluation

5. Numerical Analysis and Information Technology Skills

5.1 Expected outcome on Numerical Analysis and Information Technology Skills

(1) To be able to apply foreign languages effectively when communicate both academically and professionally.

(2) To be able to communicate effectively with foreigners from different culture in different situation.

● (3) To be able to use information technology suitably in different operations.

(4) To be able to analyze and interpret data, facts, figures, statistics and/or numerical related tasks efficiently.

5.2 Teaching methods

- Self-study by learning from websites and youtube
- In class feedback after oral presentation

5.3 Evaluation methods

- Participation in discussions

Section 5 Teaching and Evaluation Plans

1. Teaching plan

Week	Topic	Hour	Teaching & Learning Activities, Instructional Media (if any)	Instructor
1	* Course introduction session * Pre-test	3	Teaching & Learning Activities - Lecture - Pre-test Instructional Media PowerPoint	AJ.Tipvimon Prasertsri
2	* Introduction to HRM for Tourism and Hospitality industry - Definition of Human Resource Management - The Supervisor and the Management Process - The New Expectations of HR - Hard and Soft HRM	3	Teaching & Learning Activities - Lecture - Exercise Instructional Media - PowerPoint - Youtube - VDO Clip Evaluation - Small test	AJ.Tipvimon Prasertsri
3	* Roles of HRM and HR Manager - Basic Management Principles - The Management Process - Fundamental supervisory skills - The New Roles of the Human Resources Professional	3	Teaching & Learning Activities - Guided-practice - Role-play Instructional Media - PowerPoint Evaluation - Individual Presentation	AJ.Tipvimon Prasertsri
4	* Recruitment and selection - Employee recruitment	3	Teaching & Learning Activities - Guided-practice	AJ.Tipvimon Prasertsri

Week	Topic	Hour	Teaching & Learning Activities, Instructional Media (if any)	Instructor
	<ul style="list-style-type: none"> - Making job easier to fill - The selection procedures 		<ul style="list-style-type: none"> - Group discussion <p>Instructional Media</p> <ul style="list-style-type: none"> - PowerPoint - Youtube <p>Evaluation</p> <ul style="list-style-type: none"> - random Questioning 	
5	<p>* Training</p> <ul style="list-style-type: none"> - Hospitality training - Selection the training methods - Benefits of hospitality training - Supervisors' roles - Four-step training method - Types of orientation 	3	<p>Teaching & Learning Activities</p> <ul style="list-style-type: none"> - Guided-practice - Case Study - Brainstorming <p>Instructional Media</p> <ul style="list-style-type: none"> - PowerPoint - Youtube <p>Evaluation</p> <ul style="list-style-type: none"> - Role model presentation 	AJ.Tipvimon Prasertsri
6	<p>* Staff recognitions and rewards</p> <ul style="list-style-type: none"> - What is employee recognition? - Employee objective for the contract for payment - Informal and formal recognition programs 	3	<p>Teaching & Learning Activities</p> <ul style="list-style-type: none"> - Guided-practice - Case study - Group discussion <p>Instructional Media</p> <ul style="list-style-type: none"> - PowerPoint <p>Mid-Term Examination</p>	AJ.Tipvimon Prasertsri
7	<p>* Performance management</p> <ul style="list-style-type: none"> - An effective performance management system 	3	<p>Teaching & Learning Activities</p> <ul style="list-style-type: none"> - Guided-practice - Brainstorming <p>Instructional Media</p>	AJ.Tipvimon Prasertsri

Week	Topic	Hour	Teaching & Learning Activities, Instructional Media (if any)	Instructor
	<ul style="list-style-type: none"> - The performance management cycle - Determining productivity standard - Forecasting tools 		<ul style="list-style-type: none"> - PowerPoint <p>Evaluation</p> <ul style="list-style-type: none"> - Pair works 	
8	<ul style="list-style-type: none"> * Employee well-being, welfare, health and safety in workplace - Absence management - Review and reflect - Developing policy <p>* Mid-Term Examination</p>	3	<p>Teaching & Learning Activities</p> <ul style="list-style-type: none"> - Guided-practice - Brainstorming <p>Instructional Media</p> <ul style="list-style-type: none"> - PowerPoint <p>Evaluation</p> <ul style="list-style-type: none"> - Kahoot Testing 	AJ.Tipvimon Prasertsri
9	<ul style="list-style-type: none"> * Special supervisory concerns: discrimination in workplace (1) - Equal Employment Opportunity law - Sexual harassment - Measures on a harasser - Safety and Security - Supervising a multicultural workforce 	3	<p>Teaching & Learning Activities</p> <ul style="list-style-type: none"> - Guided-practice - Brainstorming <p>Instructional Media</p> <ul style="list-style-type: none"> - PowerPoint - VDO Clip <p>Evaluation</p> <ul style="list-style-type: none"> - Nil 	AJ.Tipvimon Prasertsri
10	<ul style="list-style-type: none"> * Special supervisory concerns: discrimination in workplace (2) - Ethic - Substance abuse - Unions 	3	<p>Teaching & Learning Activities</p> <ul style="list-style-type: none"> - Guided-practice - Group discussion - Pair-work <p>Instructional Media</p> <ul style="list-style-type: none"> - PowerPoint - Movie 	AJ.Tipvimon Prasertsri

Week	Topic	Hour	Teaching & Learning Activities, Instructional Media (if any)	Instructor
			Evaluation - Group presentation	
11	* Motivation through leadership - The basic view of motivation - Leadership styles and motivation - Factors affecting leadership styles - Empowerment - 5 Keys to Motivation	3	Teaching & Learning Activities - Guided-practice - Brainstorming - Pair-work Instructional Media - PowerPoint - Youtube - VDO Clip Evaluation - Nil	AJ.Tipvimon Prasertsri
12	* Team and Team Building - Definition of Team - Type of Team - Communication pattern - The process of team development - Special work team concerns	3	Teaching & Learning Activities - Guided-practice - Case study - Group work Instructional Media - PowerPoint - Youtube Evaluation - Nil	AJ.Tipvimon Prasertsri
13	* Grievance and disciplinary procedures - Setting the scene on grievance and disciplinary procedures - Grievance procedures - Disciplinary procedures	3	Teaching & Learning Activities - Guided-practice - Case study - Group discussion - Pair work Instructional Media - PowerPoint	AJ.Tipvimon Prasertsri

Week	Topic	Hour	Teaching & Learning Activities, Instructional Media (if any)	Instructor
			<ul style="list-style-type: none"> - Youtube - VDO Clip Evaluation <ul style="list-style-type: none"> - Tasks assignment through Google classroom application 	
14	* Managing Change <ul style="list-style-type: none"> - Forces of change - Forces of stability - Model of change - Change strategies 	3	Teaching & Learning Activities <ul style="list-style-type: none"> - Guided-practice - Case study - Pair work Instructional Media <ul style="list-style-type: none"> - PowerPoint - Youtube Evaluation <ul style="list-style-type: none"> - Nil 	AJ.Tipvimon Prasertsri
15	* Case study * Term paper presentation	3	Teaching & Learning Activities <ul style="list-style-type: none"> - Guided-practice - Case study - Pair work Instructional Media <ul style="list-style-type: none"> - PowerPoint Evaluation <ul style="list-style-type: none"> - Nil 	AJ.Tipvimon Prasertsri
16	* Final Examination	3	Final Examination (written examination)	AJ.Tipvimon Prasertsri

2. Evaluation plan

Activities	Expected outcomes	Methods	Week	Percentage
1	1.2,1.4	Student's attendance and punctuality	1 - 15	10%
2	2.1,2.2	Pair work, Group work, Role-play	1 - 15	40%
3	2.1,3.1,3.3	Midterm Examination	8	20%
4	1.2,1.4,2.1,2.2, 2.4,3.1,3.3,4.1	Final Examination	16	20%
5	1.2,1.3,4.1,5.1	English Discovery	1-15	10%

Section 6 Teaching Materials and Resources

1. Texts and main documents

Dennis Nickson. (2013). **Human Resource Management for the Hospitality and Tourism Industries** 2nd. Routledge.

2. Documents and important information

1	American Hotel & Lodging Association., Johanson M., and Sciarini M.S. (2012). "Managing Hospitality Human Resources" , 5 th Edition. Educational Institute
2	Lucio M.M. (2014). "International human resource management: an employment relations perspective" . Sage

3. Documents and recommended information

1	Foster D.L. (1991) "The Business of Travel: Agency Operations and Administration" . McGraw-Hill Book Co. Ltd.
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Section 7 Evaluation and Improvement of Course Management

1. Strategies for effective course evaluation by students

- Self-assessment and critical reflection
- Students' online evaluation and feedback

2. Evaluation strategies in teaching methods

- Exam results
- Revision of learning outcomes

3. Improvement of teaching methods

- Increase general knowledge, skills, and teaching competency in order to introduce new instructor models or methodologies

- Support instructor to study, train, attend academic and professional seminar, international academic conference, and further higher education

4. Evaluation of students' learning outcome

Student achievement is measured and evaluated by

- Individual improvement (In-class observation)
- Exam results

5. Review and improvement for better outcome

- Assess each and every subject in school curriculum correspondingly to course objectives together with course syllabus and TQF3

- Follow up and examine academic result of both overall student and individuals, especially, the student with GPA less than standard specified by university criteria