



HOSP-160 – Hospitality Human Resources Management

Business

Effective Term & Year: Fall 2022

Course Outline Review Date: 2026-04-01

Program Area: Tourism, Recreation, & Hospitality

Description:

This course will introduce the student to Human Resource Management in the Hospitality Industry and its effect on the success of the hospitality operation. Investigate innovative approaches to Human Resources to recruit and retain the most suitable candidates for the industry. The course focuses on the fundamental theories and practices necessary for success. It also investigates current challenges and trends as it relates to employment standards and employee relations.

Program Information:

This course is required for the completion of the Hospitality Management Diploma.

Delivery Methods: On-campus (Face-to-Face)

Credit Type: College of the Rockies Credits

Credits: 3

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	

Other

Total	45
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Course Requisites:

- Earned a minimum grade of C- (55%) in at least 1 of the following:
 - ENGL100 – English Composition (3)
 - COMC101 – Technical and Professional Writing (3)
 - COMC110 – Communication for Hospitality Industry (3)

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Hayes, D., K., Ninemeier, J., D. (2016). Human Resources Management in the Hospitality Industry. 2nd Edition. Wiley.

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

Learning Outcomes:

Upon the successful completion of this course, students will be able to:

- describe the importance of human resource management practices to organizational effectiveness, especially as they relate to the hospitality industry;
- examine traditional organizational structures, appropriate to the hospitality industry and be familiar with the common job positions;
- identify and explain the human resources cycle and how it is affected by labour market conditions;
- perform job analyses by evaluating job descriptions and observing employee performing tasks;
- discuss the performance management process, and identify how it relates to employee motivation;
- explain the importance of career development programs, coaching and team building as part of human resources management;
- investigate current compensation and benefit practices, as they relate to the hospitality industry, and perform basic calculations of employee cost;
- summarize occupational and work safety requirements as it relates to all employee positions relevant to the hospitality industry;
- be familiar with current work conditions, including harassment-free environments, as it relates to provincial standards; and
- explain the role of Human Resource Managers in a unionized organization.

Course Topics:

- General human recourse (HR) practices
 - Departmental responsibilities
 - Current HR trends in the service industry
 - Multi-cultural environment
 - Ethical concerns
 - BC employment law & standards
 - Departmental policies and procedures
- Employees planning
 - Organizational structure
 - Job analysis
 - Job descriptions
- Recruitment cycle
 - Recruitment methods
 - Preparing for the job interview
 - Interview process
 - Selecting the candidates

- Employee cycle
 - Orientations and onboarding
 - Employee development
 - Training evaluation
 - Performance evaluation
 - Termination procedure
- Compensation and benefits
 - Effect on employees retention
 - Mandatory compensation and benefits
 - Optional benefits
 - True cost of employment
- Occupational and work safety requirements
 - Policies and procedures
 - Strategies to maintain a optimal workplace
 - Harassment-free environment
 - Provincial standards for occupational health and safety
- Unions
 - Role of unions
 - Union activities

See instructor’s syllabus for the detailed outline of weekly readings, activities and assignments.

Evaluation and Assessments

Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Class discussion and participation	10%
Job design and compensation assignment	20%
Performance measurement assignment	20%
Midterm Exam	25%
Final Exam	25%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	<50

Evaluation Notes: A minimum grade of C (60%) is required for credit towards a diploma in Hospitality Management.

Additional Evaluation Information:

No rewrites will be granted for any assignments or exams within this course.

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

Student Attendance/Absence

- As adult learners, students are expected to attend all classes. Attendance is taken as a means of monitoring student success. In the event of illness or other unavoidable cause of absence, the student should notify the appropriate instructor as soon as possible.
- Students must attend all clinical/preceptorship experiences. If illness or other unavoidable absence occurs, the student must notify the appropriate instructor prior to the time s/he is expected.
- Unexcused/excessive absences from clinical/preceptorship may mean students must withdraw from the program.

Written Assignments

- Assignments about clients must be written using the clients' INITIALS ONLY.
- A 15% penalty will be applied for each day past due date for late assignment submissions. If any assignment is more than three days late, it will be assigned a grade of "0".

Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.