



**Faculty of Economics and Administrative Sciences**  
**Course Syllabus**

**Hotel Human Resource Management**  
**Instructor: Dr. Waed Ensour**  
**Office Hours: 9-10**

**Course Number: 1802033407**  
**Instructor Office: 234**

**Course Description:**

This course is an introduction to Human Resource Management (HRM) in the hospitality industry. The course will discuss the HRM concept and functions basically, HR planning, job analysis, the hiring process, evaluating job performance, training and development, rewarding performance and compensation practices. The course includes practical case studies and examples from the hospitality industry. Finally, the course emphasizes the legal aspects of HR management.

**Course objectives:**

This course aims to provide a comprehensive understanding of HRM concepts and functions in the hospitality industry. Thus, the course is designed so that the students will understand:

1. The Human Resources Management term within the sphere of hospitality industry.
2. How the job analysis and the job designs are conducted.
3. The employment process, including HR planning, recruiting and staffing.
4. Familiarize students with the employees` training and development process, including training planning, cycle and methods.
5. The legal aspects of HR management.

**Grading plan:**

First Exam: (20 points)

Second Exam: (25 points)

Participation and course project: (15 points)

Final Exam: (40 points)

**Recommended Text:**

- Dessler, G. (2015), Human Resource Management, 15<sup>th</sup> edition, Pearson Prentice Hall, USA.
- Nickson, D., (2007), Human Resource Management for the Hospitality and Tourism Industries, Elsevier, UK.

**Lectures timetable:**

| <b>Week</b>        | <b>Topics</b>                                   | <b>Reading</b> |
|--------------------|---|----------------|
| 1                  | Introduction to human resource management       | Ch.1           |
| 2                  | Introduction to human resource management       | Ch.1           |
| 3                  | Managing Work Flows and Conducting Job Analysis | Ch.2           |
| 4                  | Managing Work Flows and Conducting Job Analysis | Ch.2           |
| First Exams Period |   |                |
| 6                  | Employee Recruitment and Selection              | Ch.5           |
| 7                  | Employee Recruitment and Selection              | Ch.5           |
| 8                  | Evaluating Job Performance                      | Ch.7           |
| 9                  | Evaluating Job Performance                      | Ch.7           |
| Second Exam Period |   |                |
| 11                 | Employee Training                               | Ch.8           |
| 12                 | Employee Training                               | Ch.8           |
| 13                 | Managing Compensation                           | Ch.10          |
| 14-15              | Projects  |                |
| Final Exam         |   |                |