

## Global Learning Semesters

### Course Syllabus

Course: HOSP-370 Hospitality Human Resources Management

Department: Hospitality and Tourism

Host Institution: University of Nicosia, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
HOSP-370	Hospitality Human Resources Management	3
Semester Offered	Contact Hours	Prerequisites
Spring	42	Junior
Department	Level of Course	Language of Instruction
Hospitality and Tourism	Upper Division	English

### Course Description

The student is provided with the basic knowledge needed in order to manage people effectively in the hospitality industry. A successful manager needs to adopt a strategic approach to human resource management, due to the fact that the success of any service operation rests on its people.

The key to effective personnel management is investigated so as to meet the challenges of a people-oriented hospitality industry. Planning for effective staffing, developing, compensation and union issues will also be covered.

### Instructor

Mr. Panicos Constanti

### Course Aims and Objectives

To enable students to manage personnel effectively in hospitality operations to ensure high commitment and productivity.

### Teaching Methods

The course is delivered through lectures, case studies and guest speakers.

### Course Teaching Hours

42 hours (lectures). The course is delivered during the spring semester over a 14 week period (3 hours / week).

### Evaluation and Grading

Class Participation: 10%  
Report: 20%  
Mid-term: 30%

Final Exam: 40%

## Readings and Resources

### Required Textbook

- Woods, R. H. Managing Hospitality Human Resources. Educational Institute of AH LA.

### Recommended Reading

- Boella, M. Human Resource Management in the Hospitality Industry. Stanley Thornes.
- Wood, R. C. Organizational Behaviour for the Hospitality Industry. Butterworth/Heinemann.
- Baum, S. Human Resource Issues in International Tourism. Butterworth/Heinemann.
- Burton, J. and L., Interpersonal Skills for Travel and Tourism. Longman.
- Ulrich, C., Losey, M and Lake, G Tomorrow's HR Management. John Wiley and Sons.