



**Victoria University  
of Bangladesh**

**Human Resource Management in the  
Hospitality Industry  
HM 530  
Course Profile  
Fall 2016**

<b>Level</b>	<b>Undergraduate</b>
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<b>Unit of Credit</b>	<b>Three(3)</b>
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<b>Course structure: Two lecture of 1.5 hours each per week</b>
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<b>Duration:</b>	<b>36 Hours</b>
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Text book: Human Resources Management in the Hospitality Industry

**Author:** Michael J. Boella and Steven Goss-Turner.

### **Course Objective:**

Upon completion of this course:

- This course is designed for giving extended knowledge of HRM policies and practices in the tourism and hospitality industries
- A comprehensive contextualization of the nature of the industries, the dynamics of service quality and the variety of HR policies and practices, including a realistic treatment of training, labor markets, employee relations and remuneration
- International examples showcase good practice in a variety of organizations

### **Lecture Schedule**

<b>Lecture</b>	<b>Topic cover</b>
Lecture 01	Introduction
Lecture 02	Chapter 1 Background to the industry's workforce
Lecture 03	Chapter 2 Basic Human resource management
Lecture 04	Chapter 3 Job design
Lecture 05	Chapter 4 Recruitment
Lecture 06	Chapter 4 Recruitment
Lecture 07	Chapter 5 Selection
Lecture 08	Chapter 5 Selection
Lecture 09	Chapter 6 Appointment and induction
Lecture 10	Chapter 6 Appointment and induction
Lecture 11	Chapter 7 Performance management
Lecture 12	Chapter 7 Performance management
<b>Midterm Exam</b>	
Lecture 13	Chapter 8 Training
Lecture 14	Chapter 8 Training
Lecture 15	Chapter 9 Management development
Lecture 16	Chapter 9 Management development
Lecture 17	Chapter 10 Reward systems
Lecture 18	Chapter 11 Job evaluation
Lecture 19	Chapter 13 Employee benefits
Lecture 20	Chapter 15 Employee relations
Lecture 21	Chapter 16 Employment law
Lecture 22	Chapter 16 Employment law
Lecture 23	Chapter 17 Human resource planning and information system
Lecture 24	Review
<b>Final Exam</b>	

**Assessment for the course will be based on-**

Class attendance & Class Test- Class attendance will contain 10 marks and class test will carry 15 marks	25%
Assignment & Presentation- Assignment will contain 10 marks and Individual presentation will carry 5 marks	15%
Mid Term Exam	20%
Final Exam	40%

The following Grading and point system will be followed:

<b>Numerical Grade</b>	<b>Letter Grade</b>		<b>Grade Point</b>
80% and above	A+	(A plus)	4.0
75% to less than 80%	A	(A regular)	3.75
70% to less than 75%	A-	(A minus)	3.5
65% to less than 70%	B+	(B plus)	3.25
60% to less than 65%	B	(B regular)	3.0
55% to less than 60%	B-	(B minus)	2.75
50% to less than 55%	C+	(C plus)	2.5
45% to less than 50%	C	(C regular)	2.25
40% to less than 45%	D	(D regular)	2.0
Less than 40%	F	(Fail)	0.0

Note 1: If letter grade I (Incomplete) is awarded to any student in any course ,it will indicate that he/she has attended the course but did not appear in the semester final examination .Letter W indicate withdrawn from the course .

Note 2: Assignment and Presentation will be done by group basis. Group will consist of five or six students. Students are also anticipating in a professional attitude during their presentation.