

A: Division: **INSTRUCTIONAL** Date: **MARCH 1996**
 B: Faculty: **COMMERCE AND BUSINESS ADMINISTRATION** New Course: **X**
 Program: **HOTEL AND RESTAURANT MANAGEMENT** Revision of Course Information form:
 C: **HORM 430** D: **HUMAN RESOURCE MANAGEMENT** E: **3**

Subject & Course No. Descriptive Title Semester Credit

F: Calendar Description: This course introduces students to the major human resource activities and current issues, including: human resource planning and job analysis, recruiting, selection, orientation, training and development, career planning, performance appraisal, compensation, health and safety, and labour relations.

Summary of Revisions:

G: Type of instruction: Hrs per week

Lecture:	3	Hrs.
Laboratory:		Hrs.
Seminar:	1	Hrs.
Clinical Experience:		Hrs.
Field Experience:		Hrs.
Practicum:		Hrs.
Shop:		Hrs.
Studio:		Hrs.
Student Directed Learning:		Hrs.
Other (Specify):		Hrs.
Total:	4	Hrs.

H: Course Prerequisites:
HORM 240

I: Course Corequisites:
nil

J: Course for which this Course is a Prerequisite:
nil

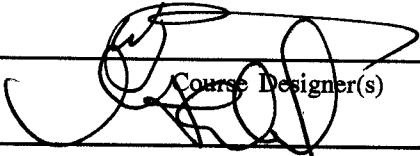
K: Maximum Class Size:
35

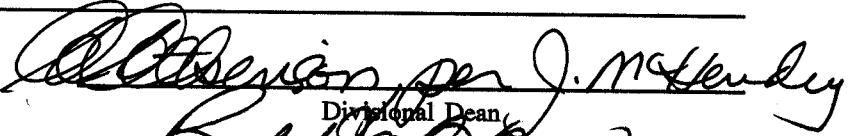
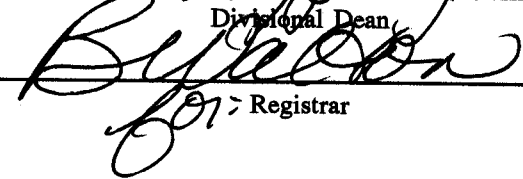
L: College Credit Transfer
 College Credit Non-Transfer
 Non-Credit

M: Transfer Credit: Requested:
 Granted:

Specify Course Equivalents or Unassigned Credit as appropriate:

BCOU
 SFU
 UBC
 UNBC
 UVIC
 Other:


 Course Designer(s)
 Director/Chairperson


 Divisional Dean

 Registrar

N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS

Werther, William B. Jr., H. Schwind, and Hari Das. Canadian Human Resource Management, Latest Ed. McGraw-Hill Ryerson Ltd.

O: COURSE OBJECTIVES

The student will be able to:

1. outline the importance of sound human resource management practices to organizational effectiveness, especially as they relate to the service sector;
2. describe how the human resources function may be impacted by ethnic pluralism and identify management principles and practices applicable to managing the multicultural work force;
3. describe various recruitment methods and identify the legal issues surrounding the recruitment of human resources;
4. demonstrate competency in the following:
 - . prepare for and conduct a job interview
 - . select and hire a new employee
 - . create job descriptions
 - . develop and implement a training plan
 - . appraise an employee's performance
 - . understand the Employment Standards Act and its implications for managers
5. distinguish among different types of benefits plans and describe legally required benefits;
6. describe different approaches to compensation;
7. discuss the purpose of a discipline policy for a hospitality organization and the manager's role in establishing and implementing disciplinary procedures;
8. describe the role of a union and outline the laws regulating labour relations and union activities;
9. describe current human resources management issues;
10. discuss the principles of human resource planning.

P. COURSE CONTENT

1. The history and development of the human resource management function.

2. Government legislation, human rights, compliance and their impact on decision-making.
3. Planning for human resource needs. Job analysis.
4. Staff the organization. Recruitment, selection and placement. Procedures. Decisions and constraints. Orientation, socialization and accommodation.
5. Appraising and compensating employees. Performance evaluation. Job evaluation. Compensation systems. Indirect compensation.
6. Training and developing employees. Managing employee careers.
7. Analyzing and improving the work environment. Health and safety. Quality of work-life. Stress management. Personnel data collection.
8. Terminating employees. Protecting the interests of employers while respecting employee rights.
9. Establishing and maintaining effective labour relations. Collective representation. Interaction between union and management.
10. Labour legislation and public policy. B.C. Labour Code and guide. Employment Standards Act. Impact of Human Rights Legislation.
11. Reasons employees join unions. The certification process. Collective bargaining. Contract administration. Grievances. Arbitration. Conciliation. Mediation. Strikes and lockouts.

Q. METHOD OF INSTRUCTION

Methods will include lectures, seminars, text and reading assignments, role-playing and classroom discussion. Guest speakers and audio-visual materials will be used where appropriate. All students will participate in a collective bargaining simulation.

R. COURSE EVALUATION

Tests	40%
Final Examination	30%
Case reports	20%
Participation	<u>10%</u>
	<u>100%</u>

STUDENTS MUST COMPLETE ALL COMPONENTS OF THE COURSE TO OBTAIN CREDIT FOR THE COURSE.