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Hospitality & Hotel Management Level 4

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BMIH4010 / BMIH4010D Personnel Resourcing and Development Week Two

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Before we start.....

- This is a Full Time University course and as such the University definitions of engagement and decorum apply as per the university code of conduct
- Please ensure you arrive by 9.15am for a 9.30am start and have arranged to be here until 1pm each lecture
- Mobile phones should be on silent and only used when required for activities
- If you ever have any queries at all please reach out on n.Brailsford@uwtsd.ac.uk
- Let's make this module an enjoyable one, so attend, engage and participate!

Register

Aims For Today

To discuss:

Types of Organisations
Human Resource Management
Workforce Planning
Employee Lifecycle

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- Welcome to the Module.
- Module content.
- Module assessments.
- Introduction to HR.

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Types of Organisations

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Types of Organisations

- What is an SME?
- The UK definition of SME is generally a small or medium-sized enterprise with fewer than 500 employees.
- Can you think of examples?
- What is a large organisation?
- An organisation with more than 100 employees.
- Can you think of examples?

Types of Organisations

- In business there are different types of organisation categorised by different types of ownership (Private, Public, Third).

Private sector

- A private sector business is under the control of individuals and organisations whose primary goal is to make profit.
- They are usually free from national ownership but can work with the government.
- For example, plumbers, technicians, contractors, developers and designers.

Public sector

- These organisations are owned by the government. They provide goods and services for the benefit of the community. They operate with money raised from taxes.
- For example, education, healthcare, infrastructure, transportation.

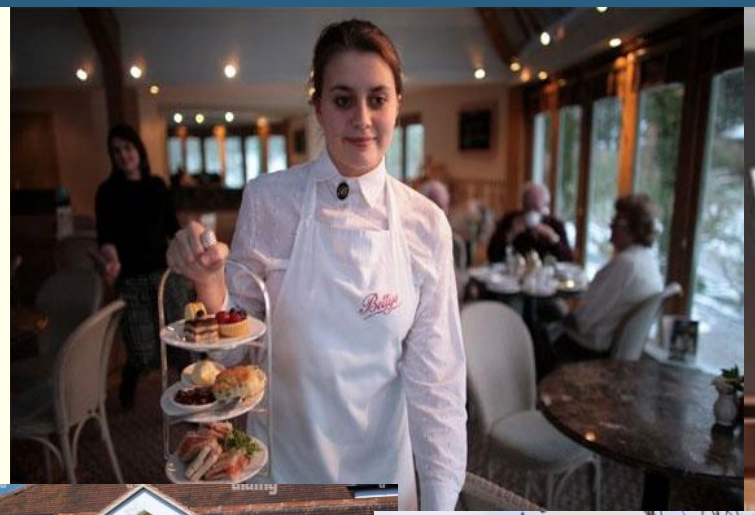
Third sector

- The third sector, which includes charities, social enterprises and voluntary groups, delivers essential services, helps to improve people's wellbeing and contributes to economic growth.

- These different categories of ownership make up what we call the sectors of the economy.

Types of Organisations

- Even within the same types of business-
- Are the people needs the same?



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Human Resource Management

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What is Human Resource Management

- Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organisation's employees.
- A company or organisation's HR department is responsible for creating and overseeing policies governing workers and the relationship of the organisation with its employees.
- The purpose of HRM practices is to manage the people within a workplace to achieve the organisation's mission and reinforce the organisations culture.
- HR professionals also aid in the training and professional development of employees to meet the organisation's objectives.
- HR managers monitor the state of the job market to help the organisation stay competitive.

Responsibilities of HR Departments – Functions

Analysis and design of work
Recruitment and selection
Training and development
Performance management
Compensation and benefits
Employee relations/Labor relations
Employee data and information systems
Legal compliance
Support for business strategy

Analysis and Design of Work

- Job analysis is the process of getting detailed information about jobs.
- In general , jobs can vary from having a narrow range of simple tasks to having a broad array of complex tasks requiring multiple skills.

QUESTION: What would typically be seen in a job advertisement?

Recruitment and Selection

- Recruitment is the process through which the organisation seeks applicants for potential employment.
- Selection refers to the process by which the organisation attempts to identify applicants with the necessary characteristics that will help the organization achieves its goals.
- Selection process may focus on specific skill or the general abilities.

Training and Development

- Training is a planned effort to enable employees to learn job –related knowledge, skills and behavior.
- Development involves acquiring knowledge skills , and behaviors that improve employee's ability to meet the challenge of a variety of new or existing jobs.
- Some organisation may offer the programs to few employees in whom the organisation want to invest , but some have a philosophy of investing in the training of all its workers.

Performance Management

- Ensuring that employees' activities and outputs align with organisation's goals as performance management
- The performance measures may focus on observable behaviors , outcomes or both.

QUESTION: What can you implement to get your employees to perform better?

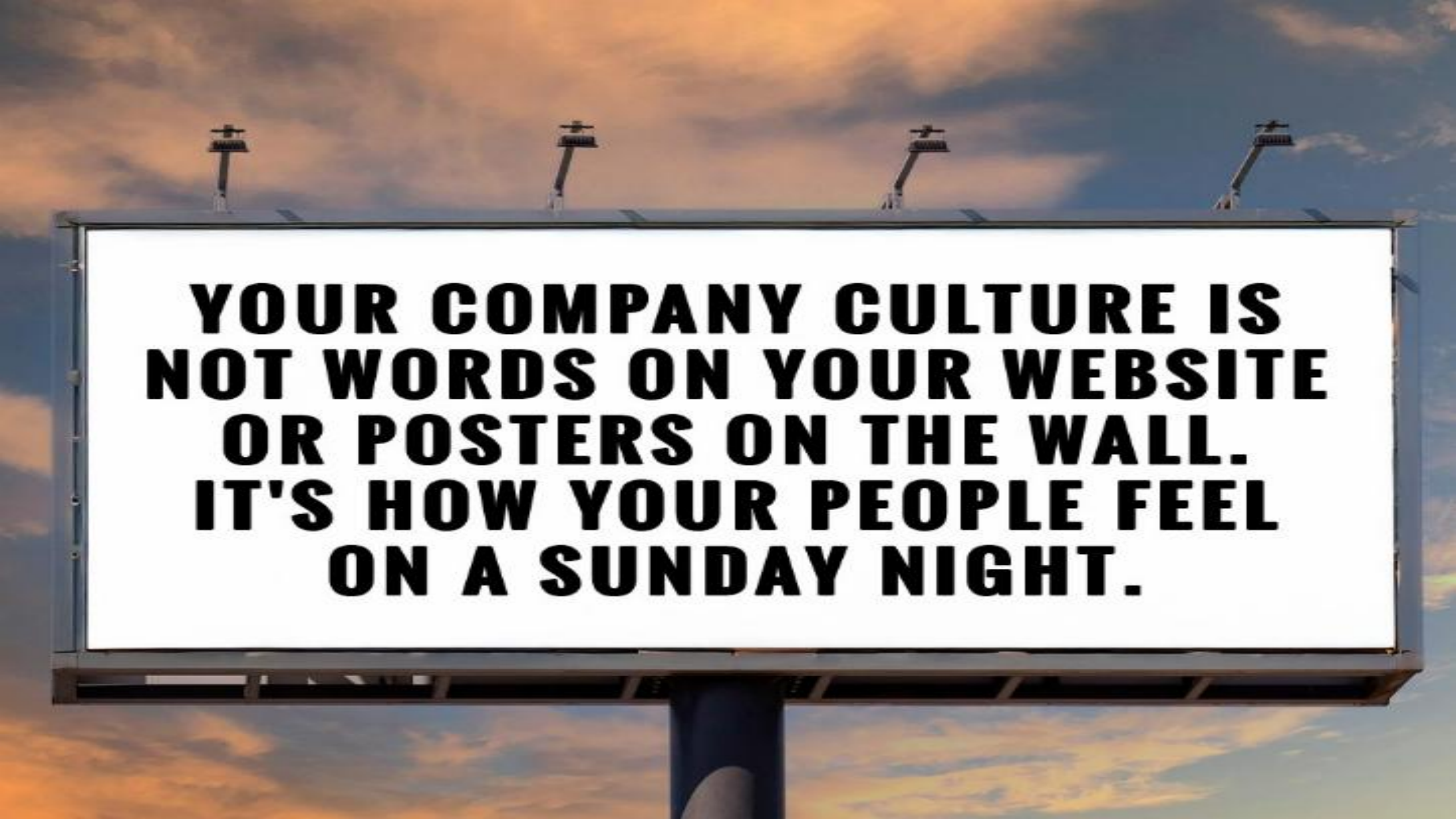
Compensation and Benefits

- Rewards should be linked to the individuals' or groups' achievements.
- Rewards such as salary, bonuses or benefits.

- **QUESTION: What benefits do hotels typically offer?**

Work Environments

- https://www.youtube.com/watch?v=Z-pT0XDYvDM&t=10s
- https://www.tiktok.com/@auvodka/video/7465021046878522656


YOUR COMPANY CULTURE IS
NOT WORDS ON YOUR WEBSITE
OR POSTERS ON THE WALL.
IT'S HOW YOUR PEOPLE FEEL
ON A SUNDAY NIGHT.

Incentives

Employee & Labour Relations

Employees turn to HR for answers to questions about benefits and company policies.

- **Examples of policies:**
- Equal employment
- Health and safety
- Environmental
- Community

Employee Data and Information Systems

Handling records about employees requires accuracy.

- HRIS (Human Resources Information System)
- The Human Resource Information System is a system used to collect and store data on an organization's employees, like their name, address, age, salary, benefits, time and attendance, performance reviews, and more. This data is valuable input for data-driven decision-making in HR.

Legal Compliance

- Avoiding the unlawful behavior. Every government has many laws and regulations concerning the treatments of employees.

QUESTION: What does employment law cover?

What Does Employment Law Cover?

What does employment law cover?

- Age discrimination
- Bullying and harassment
- Disability
- Discrimination based on race, religion, sexuality or gender
- Dismissal and employee grievances
- Employment contracts
- Working hours
- Equal pay, Holiday Pay, Minimum wage
- Parental leave
- Redundancy

Support for Business Strategy

- To identify the numbers and the types of employees the organisation will require in order to meet the objectives.
- Helps the organisation forecast its needs for hiring, training and reassigning employees.

HR Managers

QUESTION: What do you think HR Managers do?

Roles of HR Staff

- Employee Life Cycle
- Redundancy
- Industrial and Employee Relations
- Record Keeping of all Personal Data
- Compensation, Retirement, Incentive Programs
- Confidential advice to Internal “Customers” in relation to problem at work
- Career Development
- Recruitment, Selection and Placement
- Training and Development
- Performance Evaluation and Management
- Payroll
- Absence management
- Wellbeing and Engagement

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Workforce Planning

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Workforce Planning

- **What can workforce planning achieve?**
- **Why is it needed?**
- **Talent Management**

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Any Questions?

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Next Week

- What is Employee Engagement?
- Maslow's Hierarchy of Needs
- Technology and HR
- Engagement and Wellbeing
- Health Matters

Next Week!

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I look forward to seeing you next week.

If you have any questions in the meantime, please send an email from your student account.

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