

BMIH5005

International Hotel Management

Personnel Resourcing and Development

Week 1 – Module Overview and Strategic HRM (I)



HOSPITALITY
AND
TOURISM
MANAGEMENT



*Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales*



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Agenda

- Module Overview
- Roles of HR
- Responsibilities of HR Departments- Functions (I)

Aims For Today

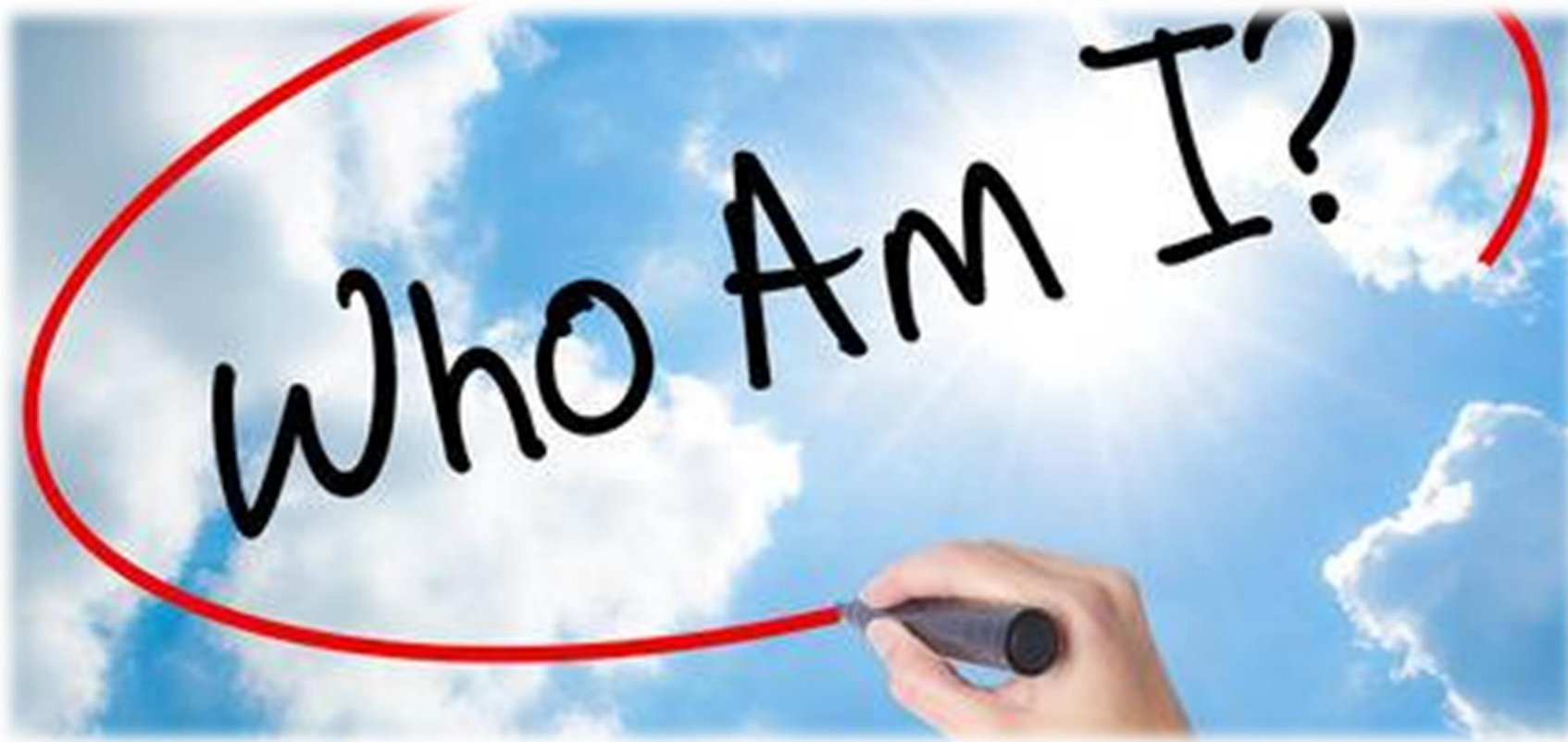


For you to learn about **me** as your Module Tutor.

For me to get to know about **you**.

For **all of us** to have an understanding of the Module content.

Let me introduce myself.....



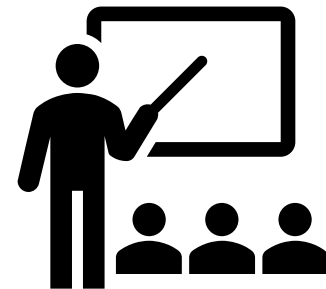
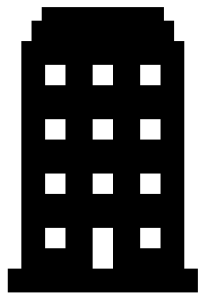
Welcome on- board



Human Resource Management

Dr Helen Lee

h.lee@uwtsd.ac.uk



Who are you?

- *I would now like you to spend 5 minutes, writing a few sentences about yourself...*
- *Any changes on your career plan after a year's study ?*
- *Who you are, what has been your favourite module so far?*



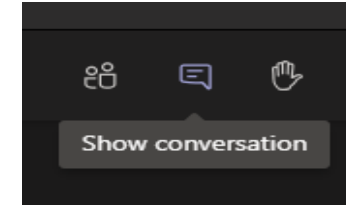
**KEEP
CALM
AND
INTRODUCE
YOURSELF**



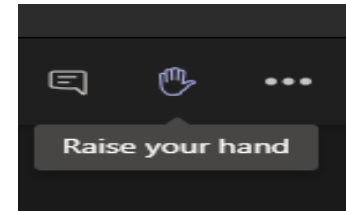
I'll call your name out
and then you can
introduce yourself...

Let's set the norms together

To show the conversation, and make a comment



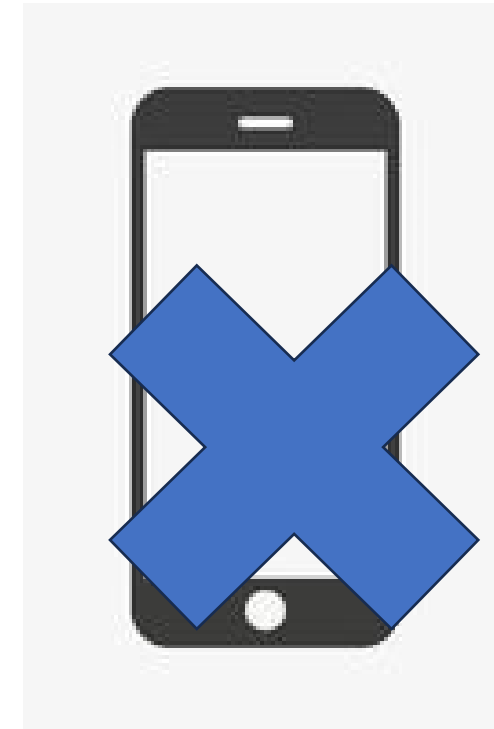
To raise our hand to ask a question



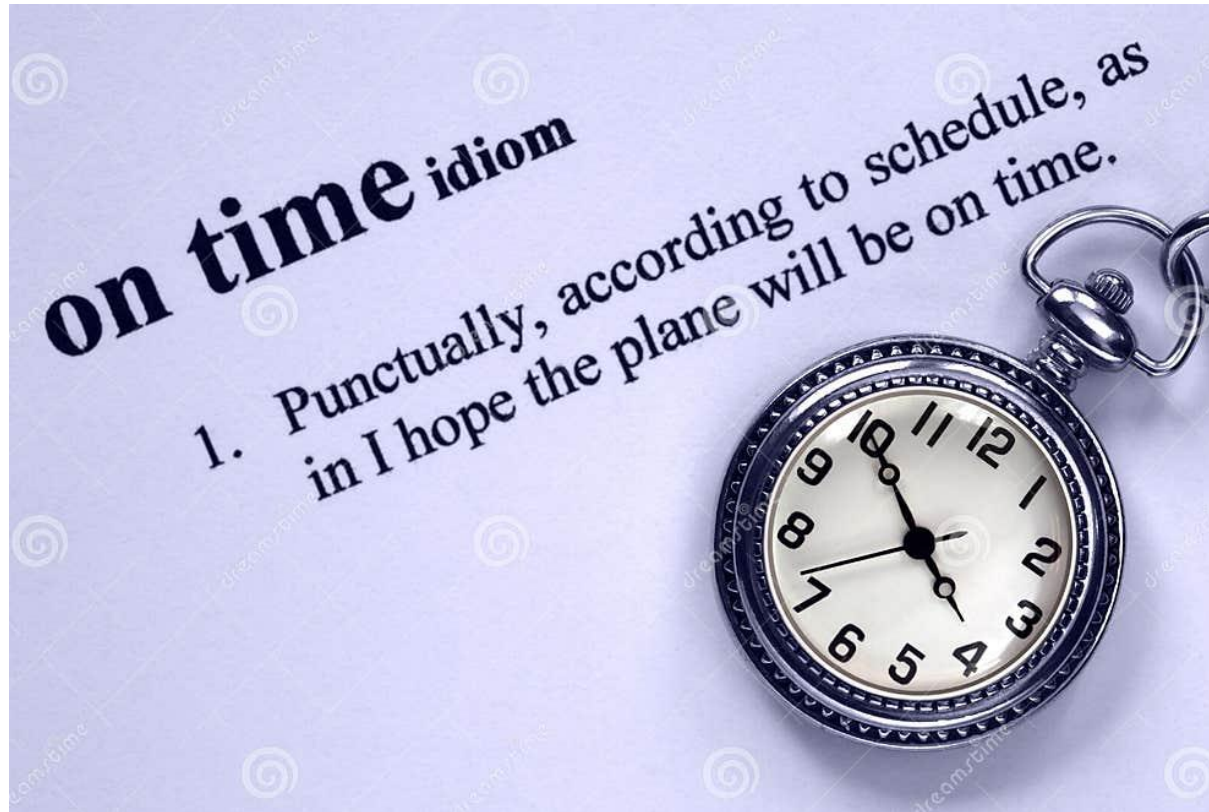
What other norms can we set?

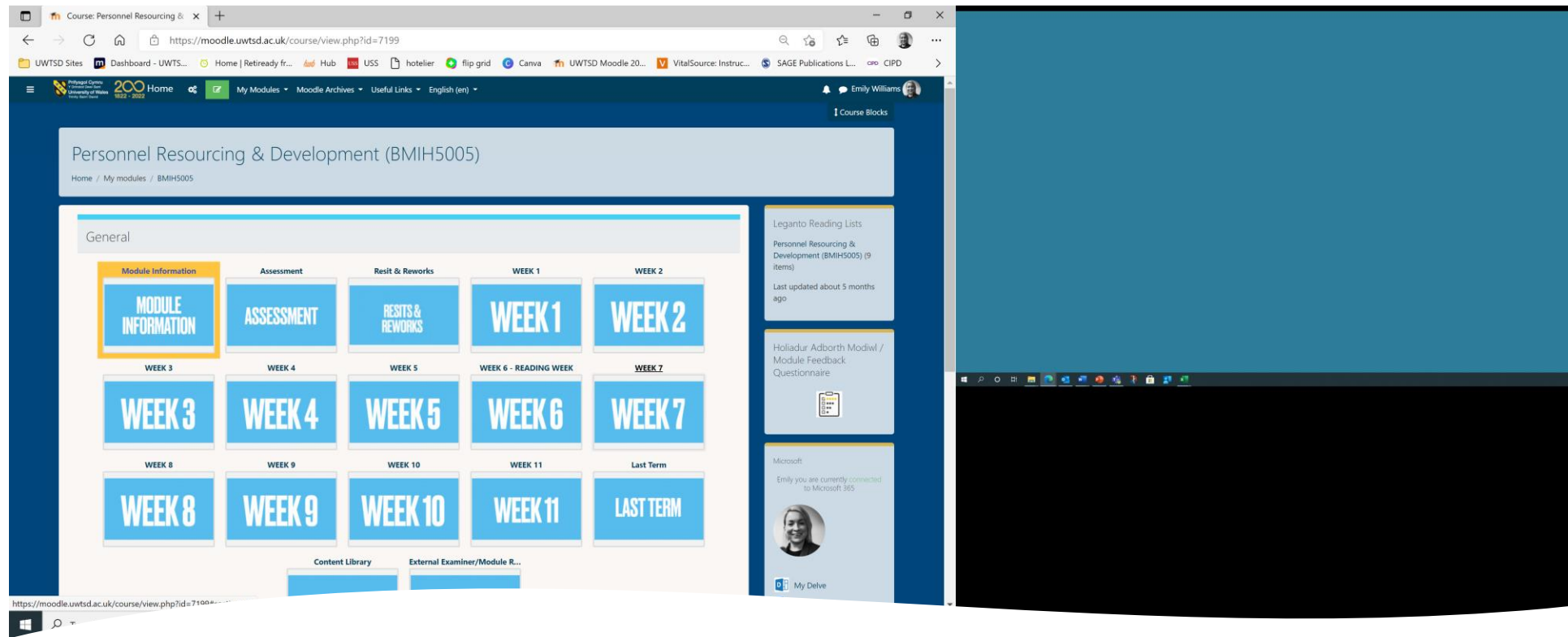
House Rules

Laptop with your presence during the class



House Rule(s) - Punctuality





Moodle

- CAN YOU ACCESS IT?

Assessment Marks

- Marks – Where do you think you find these?
- Marks are released on Moodle, but these are not finalised.

**** Please note that dates are subject to change depending upon developments relating to the Coronavirus pandemic ****

The following is the standard pattern for Semester/Term dates for traditional full-time students. Dates may vary for certain programmes e.g. PGCE, Lampeter Campus, part-time and flexi programmes – please check with your Programme Manager. Start dates for individual programmes are available on the [website](#).

SEMESTER DATES – FULL-TIME	
Semester 1	Monday, 26 September 2022
Semester 2	Monday, 26 September 2022
Term 1	Monday, 26 September 2022
Term 2	Monday, 26 September 2022
Term 3	Monday, 26 September 2022
Term 4	Monday, 26 September 2022
Term 5	Monday, 26 September 2022
Term 6	Monday, 26 September 2022
Term 7	Monday, 26 September 2022
Term 8	Monday, 26 September 2022
Term 9	Monday, 26 September 2022
Term 10	Monday, 26 September 2022
Term 11	Monday, 26 September 2022
Term 12	Monday, 26 September 2022
Term 13	Monday, 26 September 2022
Term 14	Monday, 26 September 2022
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Term 95	Monday, 26 September 2022
Term 96	Monday, 26 September 2022
Term 97	Monday, 26 September 2022
Term 98	Monday, 26 September 2022
Term 99	Monday, 26 September 2022
Term 100	Monday, 26 September 2022

Marks

start of term
please consult your Programme Manager for your term dates

Planning Programme 2022

Programme and University Closure Days

Christmas Day bank holiday	~ 26 December 2022
Boxing Day bank holiday	~ 27 December 2022
Closure Day	~ 28 December 2022
Closure Day	~ 29 December 2022
Closure Day	~ 30 December 2022
New Year's bank holiday	~ 02 January 2023
Good Friday	~ 07 April 2023
Easter Monday	~ 10 April 2023
Closure Day	~ 11 April 2023
May Bank Holiday	~ 01 May 2023
Spring Bank Holiday	~ 29 May 2023
August Bank Holiday	~ 28 August 2023

GRADUATION DATES 2023

Cardiff	~ 3 and 4 July
Coleg Sir Gâr	~ 5 July
Lampeter	~ 7 July
Swansea	~ 10, 11, 12 July

Exam Dates / Examining Board Dates

Exam Period 1 ~ 4-13 January 2023
Examining Boards ~ 30 January -10 February 2023
Results released to students ~ 15 February 2023

Exam Period 2 ~ 3-17 May 2023
Examining Boards ~ 30 May-15 June 2023
Results released to students ~ 19 June 2023

Resit Examination Week (for 2022/23 session)
Monday, 17 July ~ Friday, 21 July 2023
Examining Boards w/c 14 August 2023

THIS DOCUMENT IS ALSO AVAILABLE IN WELSH





Aims of the module

- **Personnel Resourcing and Development**
- What do you think you might learn?
- What would you like to learn about?

INDICATIVE CONTENT

- The role of personnel professionals within varying sectors and within small, medium and large enterprises;
- Internal (SWOT) and external (PESTLE) environments that impact upon the work of personnel professionals; managing and initiating change for improvement;
- Major features of national and international employment markets from which organisations source and mobilise staff; how employment markets are evolving and/or changing;
- Staffing processes employed by organisations and how these are now influenced by technology; ensuring such processes are administered lawfully, fairly, efficiently and effectively;
- Socialising personnel into the organisation; managing diversity; building the business activist;
- Ethics and professionalism; commitment to equality of opportunity; managing diversity.

INDICATIVE CONTENT

- Processes of managing performance; innovating new working practices; delivering outstanding customer service; breeding an environment where talent may grow;
- Individual learning styles; retention and levels of engagement of individuals within firms
- Linkages between individual and organisational learning;
- Traditional and contemporary means of professional development; coaching and mentoring; continuous professional development;
- Ethics and professionalism; commitment to equality of opportunity; managing diversity.

Schedule

Date	8 th January – 26 th February 2024
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No. of weeks	8
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Time	09:00 - 13:00 Class commences at 09:30
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ASSESSMENT

- **Assessment Component 1 – 50% - 5th February 2024 (23.59)**
- Essay – Case study evaluation (2000 words)
- **Assessment Component 2 – 50% - 4th March 2024 (23.59)**
- Research Project Proposal (2000 words)

Assignment 1

LEVEL 5 DEGREE ASSIGNMENT SPECIFICATION			
SCHOOL OF INTERNATIONAL HOTEL MANAGEMENT			
Student name:		Student number:	
Programmes:	BA (Hons) International Hotel Management		
Module:	Personnel Resourcing and Development	Module Level (4, 5, 6):	5
Module code:	BMIH5005	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Helen Lee	Internal Verifier:	Kathryn Roberts
Assignment Title:	Essay: Discuss how the evolution of HRM facilitates the strategic development of an international hotel brand through workforce planning, recruitment and selection.	Assignment No:	1 of 2
Submission deadlines:	Monday 5 th February 2024 by 23.59 Assessment drop ins WC 29 th January 2024	Return date of provisional marks & written feedback:	4 th March 2024

Assignment 2

BA DEGREE ASSIGNMENT SPECIFICATION			
SCHOOL OF TOURISM & HOSPITALITY			
Student name:		Student number:	
Programmes:	BA (Hons) International Hotel Management		
Module:	Personnel Resourcing and Development	Module Level (4, 5, 6):	5
Module code:	BMIH5005	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Helen Lee	Internal Verifier:	Katheryn Rok
Assignment Title:	Research Project Proposal – Analyse the impacts of socio-economic force on employees’ performance management and monitoring in different work modes : Hospitality HR’s perspective	Assignment No:	2 of 2
Submission deadlines:	Monday 4 th March 2024 23.59 Assessment drop ins WC 26 th February 2024	Return date of <u>provisional</u> marks & written feedback:	3 rd April 2024

AIM(S)

- To develop student knowledge and understanding of the principal internal and external environmental contexts of contemporary organisations within which HR professionals and workers interact to service customer demands and expectations. This module will also explore the connection and the implications for and applications in, professional practice

LEARNING OUTCOMES

- Demonstrate a critical understanding of the managerial and business environment within which personnel professionals work and analyse how resourcing an organisation is influenced by internal and external factors that determines a firms need to recruit, select, socialise, performance manage and mobilise people to meet and exceed their objectives and sustain competitive advantage;
- Effectively communicate the links between personnel development and positive organisational outcomes evidenced in contemporary research and practiced by organisations committed to developing an engaged and talented workforce in possession of the appropriate skills, attitudes and experiences that enables them sustain life-long employment.

Readings

Classification	Reading List entry	Electronic*
Essential	Armstrong, M. and Taylor, S. (2020) Armstrong's handbook of human resource management practice. 15th edition. London, United Kingdom ;: KoganPage.	☒
Essential	Torrington, D, Hall, L, Atkinson, C, & Taylor, S 2020, Human Resource Management PDF EBook, Pearson Education, Limited, Harlow. Available from: ProQuest Ebook Central.	☒

Please refer to the Module handbook for details

Break time

[Relaxing Piano Music & Water Sounds 24/7 Relaxing Music, Meditation Music, Nature Sounds - YouTube](#)



Share your experience with Human Resources Department.

What is Personnel Resourcing and Development?

Any ideas ?



What is/are the roles of HR ?



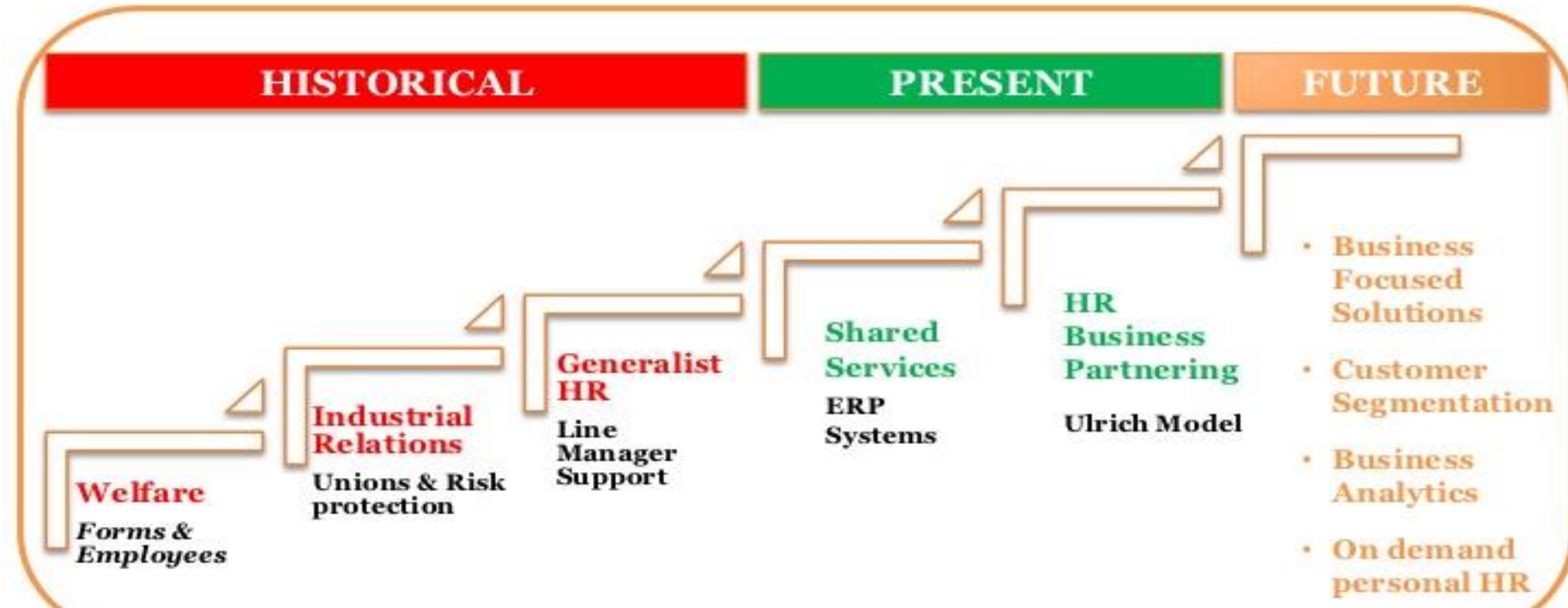
Recruitment only..... ?



What is Human Resource Management ?

- "Human Resource Management is defined as a strategic and coherent approach to the management of an organisation's most valued assets – the people working there who individually and collectively contribute to the achievement of its objectives." (Armstrong, 2020)
- "HRM, is about creating a coherent planned framework for employees to be hired, managed and developed in ways that supports an organisation's long-term goals. It helps ensure that the various aspects of people management work together to drive the behaviour and climate needed to create value and meet performance targets". (CIPD, 2023)

Evolution of Human Resources Management



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HR Functions (2023)



- 12 Key Functions of Human Resources to Know in 2023 – AIHR

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Figure 1.1

Human Resource Management Practices



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Table 1.1

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

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Responsibilities of HR Departments- Functions

- 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.

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Responsibilities of HR Departments- Functions

- Recruitment and selection
 - **Recruitment** is the process through which the organization seeks applicants for potential employment .Selection refers to the process by which the organization 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

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Responsibilities of HR Departments- Functions

- 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 organization may offer the programs to few employees in whom the organization want to invest , but some have a philosophy of investing in the tranining of all its workers

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Responsibilities of HR Departments- Functions

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

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Responsibilities of HR Departments- Functions

- Compensation and benefits
 - Rewards should be linked to the individuals' or groups' achievements
 - Rewards such as salary , bonuses or benefits
 - <https://www.youtube.com/watch?v=Z-pT0XDYvDM&t=10s>

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Responsibilities of HR Departments- Functions

- Employee relations/Labor relations
 - Employees turn to HR for answers to questions about benefits and company policies

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Responsibilities of HR Departments- Functions

- Employee data and information systems
 - Handling records about employees requires accuracy.

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Responsibilities of HR Departments- Functions

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

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Responsibilities of HR Departments- Functions

- What else ?.....

Class Activity

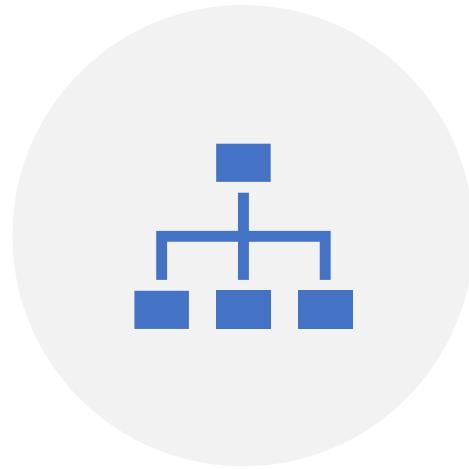
- Based upon Google's video] Assume that you were the HR manager. Please provide TWO new functions/policies to employees at your existing / or your selected company to cultivate their sense of belonging.
- Time : 10 mins



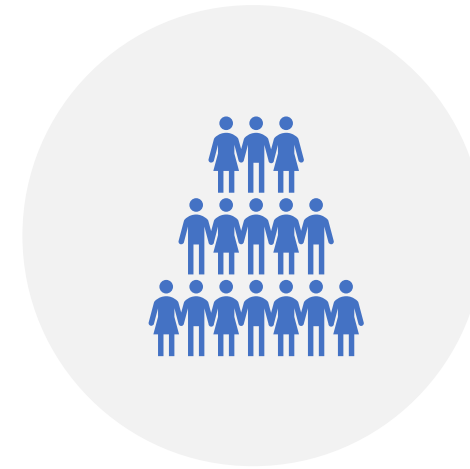
The Roles of H.R staff includes:

- 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

For next week – research and bring your findings



WHAT'S THE DIFFERENCE BETWEEN A
SMALL, MEDIUM AND LARGE
ORGANISATION?



WHAT IS THE ROLE OF PERSONNEL
PROFESSIONALS IN DIFFERENT
ORGANISATIONS?



I look forward to seeing you next week. If you have any questions in the meantime, please send an email or on the Teams tile!