



Universidad de Sta. Isabel
BS HOSPITALITY MANAGEMENT
Naga City



MODULE 2
FUNDAMENTALS IN LODGING OPERATIONS

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LESSON: Human Resource Department

OBJECTIVES:

1. Identify the core functions and roles of Human Resource Department in an organization.
2. Discuss the responsibilities with the human resource and its objectives
3. Discuss relationship between Human resource department and other departments

OVERVIEW

One of the most important departments of any hotel staff is human resource department. Proper human resource management can make a difference in hotel industry. Human resource management meant processing payroll, sending birthday gifts to employees, arranging company outings, and making sure forms were filled out correctly—in other words, more of an administrative role rather than a strategic role crucial to the success of the organization.

Retention of employees is another large problem in hotel service business. The issue of employee progression and promotion is another large problem for the hotel industry. Hotels which provide ways for employees to advance in position, or that provides training for employees so that they can gain skills necessary for an advance position are very important in employee retention.

As a source of help:

In certain situation, (when in line managers lack skill or knowledge in dealing with employee problems) experienced human resource managers assume line of responsibility for personal matters. But it may be represented by managers who ought to seek off staff assistance in meeting their personal responsibilities.

As a change agent:

HRM should work as enabler and change agent regarding personnel areas and he should be familiar with different discipline like management, technology, sociology, psychology and organizational behavior as organizational adaptability, viability and development are dependent on the human resource development.

As controller:

Nevertheless, it is still true that effective personnel executes advise on policies that help managers in implementing their programs and provide service and exercise the monitoring and control sparingly

RESPONSIBILITIES OF A HUMAN RESOURCE MANAGER

Keep in mind that many functions of HRM are also tasks other department managers perform, which is what makes this information important, despite the career path taken. Most experts agree on eight main roles that HRM plays in organizations, which are as follows:

Staffing

Staffing involves the entire hiring process from posting a job to negotiating a salary package. Within the staffing function, there are four main steps:

1. Development of a staffing plan
2. Development of policies to encourage multiculturalism at work
3. Recruitment. This involves finding people to fill the open positions
4. Selection

Development of policies

In the development of policies, HRM, management, and executives are involved in the process. For example, the HRM professional will likely recognize the need for a policy or a change of policy, seek opinions on the policy, write the policy, and then communicate that policy to employees. Some examples of workplace policies might include the following:

- Discipline process policy
- Vacation time policy
- Dress code
- Ethics policy
- Internet usage policy

Compensation and benefits

HRM professionals need to determine that compensation is fair, meets industry standards, and is high enough to entice people to work for the organization. Compensation includes anything the employee receives for his or her work. Examples of employee compensation include the following:

- Health benefits
- Pay
- Pension plans
- Stock purchase plans
- Annual Leave allowance
- Sick leave
- Bonuses
- Tuition reimbursement

Employee retention and motivation

HRM professionals are involved in the retention and motivation of employees, and thus, must understand the drivers of voluntary employee turnover. Although, compensation is a major factor in employee retention, 90% of employees leave a company for the following reasons:

- The job they are performing
- Challenges with their manager
- Poor fit with organizational culture
- Poor workplace environment

Training and development

Once we have spent the time to hire new employees, we want to make sure they not only are trained to do the job but also continue to grow and develop new skills in their job. Examples of training programs may include the following:

- Job skills training, such as how to run a particular computer program
- Training on communication
- Team-building activities
- Policy and legal training, such as sexual harassment training and ethics training

Dealing with laws affecting employees

Human resource people must be aware of all the laws that affect the workplace. An HRM professional might work with some of these laws:

- Discrimination laws
- Health-care requirements
- Compensation requirements such as the minimum wage

- Worker safety laws
- Labor laws

Employee health and salary

Safety is a major consideration in all organizations. It is up to the human resource manager to be aware of worker protection requirements and ensure the workplace is meeting both federal and union standards. Worker protection issues might include the following:

- Physical, biological or chemical hazards
- Heating and ventilation requirements
- Protection of private employee information

Awareness of external factors

In addition to managing internal factors, the HR manager needs to consider the outside forces at play that may affect the organization. Outside forces, or external factors, are those things the company has no direct control over; however, they may be things that could positively or negatively impact human resources. The growing trends toward flexible schedules and telecommuting are examples of external aspects.

SKILLS REQUIRED TO WORK IN HR

There are a number of skills crucial to human resource management, which can include the following:

- **Organizational skills** - being able to organize and multitask is necessary. In this job, files must be managed, and an HR manager is constantly working in different areas of the business.
- **Communication skills** are necessary in HRM as well. The ability to present good and bad news, work with a variety of personalities, and coach employees is important in HRM.
- **Critical thinking skills** - since one of the major responsibilities of an HR department is to align the HR strategic plan with the business strategic plan, critical and creative thinking, as well as writing, are skills that will benefit the HR manager as well.
- **Specific job skills**, such as computer skills, knowledge of employment law, writing and developing strategic plans, and general creative-thinking skills are important in any type of management, but especially in human resource management.
- In addition, a sense of fairness and strong ethics will make for the best HR manager. Because HR works with a variety of departments to manage conflict and negotiate union contracts and salary,

the HR professional needs to have a strong grasp of business ethics and the ability to maintain confidentiality.

ACTIVITIES:

1. The goal of this activity is for you to create your resume to highlight your strengths, trainings, seminars attended and inform your future employer your accomplishments and special talents. This is your opportunity to showcase yourself.

- Long sized bond paper
- To be submitted on our Google Classroom; save your file with this format:
Resume_surname (e.g resume_Bagasbas)

2. **ESSAY:**

If you're an Human Resource Manager in an Hospitality Industry , what qualifications are you looking for in an hospitality industry staff?

- Submit your output together with your resume. (On a separate page)