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**Executive Summary**

In this assignment, I will explain about the Human Resources Management (HRM).First, I learn about the Major Activities and Human Resources Operation in Hospitality Management. Human Resource Management (HRM) play a vital role in every organization because it can help the organization to find a qualified person to be a part of company and help the company to achieve their goals. Besides, I had studied about the Human Resources Planning and Trends in Hospitality. Then, I have covered on Action Plan Human Resources Planning in Hotel Industry. Furthermore, I also understand the topic of Human Resources Function and Policies. Thus, I able to explain the Function of Management and How the policy applies accordingly in Hospitality Management. I able to understand of Organization Behavior in Hospitality Management and I can explain all about the Organizational Behavior in Executive Manner. Lastly, I had to define the Organizational Behavior Groups and Structure in detail.

**Introduction**

In this assignment, I will explain what I learned about the essentials of human resources. Human Resources is a process to recruiting, selection, training a employees to be a part of company. Thus, Human Resources are related to the relationship between organization and the employee. Human resources is a management to manage the staff in the organization. Human Resources are very competitive occupations, because every person need the money. Thus, human resources is a basic way to let them earn the money.

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As you can see, Singapore’s human resources are increasing every year. That was a lot of human resources in Singapore.

**Assignment Questions**

**Question 1**

Define the Major Activities and Human Resources Operation in Hospitality Management.

Answer:

The Major Activities of Hospitality Management is about the hotel management, tourism and travel, food service and recreation facilities industry. The Hospitality Management is a service industry. Its mission is to servicing and satisfying customer. The Human Resources Operation in Hospitality management is recruiting the most qualified and potential person. This process will attracting employees to that job by includes analyzing the requirements of a job and screening and selecting the applicants to be a part of company.

However, the company also need to selecting the people who they need. Example, a person is qualified, potential, fast leaner and who can successfully do a job and provide the contributions to an organization or company. The selection system should depend on job analysis. Example, we can observe the staff when they are working. Thus, we can select the most qualified person to be a part of organization.

Human Resources Management has to provide some training to staff. Thus, staff can improve their knowledge and experience by training. Example, staff can training in hotel or restaurant to foster their communicates skill and increase interpersonal relationship. Staff can learn more knowledge in training. The organization should always communicate with the members to certainly inspire his performance and understand their aspirations to help employers solve some difficulties. It can also cultivate employee interest in work and share knowledge. Example, they can use the free time to carry out some knowledge of the exchange of good and interaction, put forward some of the relevant knowledge of the good, so that employees understand each other more, cultivate their common hobbies, realize the significance of the work, not just to make money, is to get a sense of accomplishment.

Evaluation is to observe the performance of a member, the results, to predict the efficiency of the members and effectiveness. Besides, evaluation member’s contributions and help to the organization’s future.

Compensation is the act of provide the employee with the money to provide the value of the work. Some types of compensation include salaries, bonuses and benefits by the company. Companies use compensation management to keep the qualities staff to stay in his company and motivate employees to do quality work.

**Question 2**

Describe in brief on Human Resources Planning and Planning Trend in Hospitality.

Explain about what is your understanding on Action Plan Human Resource Planning in Hotel Industry.

Answer: Human Resources Planning is a process to plan the current and future human resources to achieve the organization’s goals. Thus, this process will ensure that is sufficient human resources to avoid the lack of human resources in an organization, to train and hire the qualified person to become an employee who can contribute to the organization, and make sure the staff can done the work on the time. Thus, the manager or department should observe the staff to know about the strength and skill of the employee and put them in the right job to let them able to use their skill and strength to help the company. Besides, employee also need to working at the good environment because the environment can let the employee to relax and feel safety can focus to done their job in great. Furthermore, this planning also need to forecast employee requirements, promote staff in a systematic way, use existing manpower productively and cope with changes. This is all the planning to ensure the staff or organization can achieve their goals. Example, human resources planning is a process to ensure that what is the purpose to began of human resource and through the analysis to do the conclusion at appraisal of human resources planning.

Human Resources Planning is means have a strategic plan to ensure there are enough employee to fit and training the staff to achieve the company’s goals. The manager or department of hotel industry should observe and evaluation about their skill and future results of employee. If that hotel’s employee has a right skill and potential you can put them in the right job for them to training them to be an employee can help the company. For example, that employee was good in English but do not like to communicate because he don’t have the confident, you can let him to be a counter staff to train his confident and learn how to communicate with customer. The hotel needs to predict whether there is enough employees to complete the job. This is because, if they are not enough staff so they cannot give the good service to customers. Thus, they also need to foster the teamwork of employee to ensure they can match the off day of each employee. Thus, Human Resources Manager should be responsibility to ensure that the hotel has sufficient manpower needs.

**Question 3**

Brief about Human Resources Functions and Human Resources Policies.

Describe the Functions of Management and how the policy applies accordingly in Hospitality Management.

Answer: The Functions of Human Resources is to use some methods to meet the needs of management and staff. For example, recruiting and training, according to government regulation, salary distribution and arrange employee’s holidays. Furthermore, they can also gain the company’s benefit there is accommodation, living expenses and medical expenses. These features are important because without these features the staff and management cannot focus in job because the company cannot meet them. The Policies of Human Resources can let staff can be in an orderly company because the human resources policy had set a reasonable rules, clear procedures and purpose. There can ensure the employees can achieve the company’s goals together. For example, company can organize a meeting to staff and management to let them know what the company need and something need to improve. The human

resources manager should be responsible for maintaining order and manage the human resources policies of organization or company. The Human Resources manager or department should know how to planning. First, you need to give the welfare to employee because that can meet them to focus in job.

In the hospitality management in each position has his task but the higher the management of the more important. For example, there must be a general manager in a hotel where he is responsible for managing the entire hotel. Thus, the general manager play a vital role in the hospitality management.

The operation and financial budgets of the hotel are usually is supervised by an administer officer of the general manager position. The hotel is usually open 24 hours, so the manager or supervisor should arrange the schedule for all the staff to work for the morning and evening classes.

The organization of the hotel allows each region to complete on the given tasks, there be raise employee productivity. Efforts in different areas are much easier than organizational efforts. Each field can successfully complete the success.

The operation of the hotel management is very complicated. Thus, there must be a very capable person to hold up the whole hotel management. If there is a field management of the unsuccessful will affect the operation of the entire hotel. If the room is clean and the environment is also very comfortable but poor attitude will reduce the reputation of the hotel. Therefore, the general manager must always meet with the management of the various fields, improve the wrong place and upgrade the team in all areas of cooperation.

**Question 4**

Explain in detail about Organizational Behavior in Hospitality and brief on Groups and Structure in Organization.

Organization Behavior is a way of studying people interacting in the crowd. This research can create more efficient business organizations. In addition, the organization can use the scientific method to become the core of research to apply to the management of workers. The scientific method is communication, psychology, sociology and management. These methods allow employees to have a good way to communication and can tolerate each other to control the emotion. Example, the psychology able to solve the stress of employee. Thus, the organization must instill some scientific to the employee to let them can achieve the organization goals together. Organization behavior theory is used in human resources recommendations to maximize the role of individual groups of organizational behavior to supplement the theory and to supplement human resources research, more attention to daily business practice.

**Conclusion**

In the nutshell, I learn about the first thing is the six major, there is recruiting, selecting, training, motivation, evaluation and the compensation. The recruiting is the most important in human resources because it is the first step to hire the new staff. Thus, you need to hire a qualified person, experienced person and the most suitable for the company. In the selecting, the manager should observe them because if they don’t use their skill and strength probably, if the candidate was not hard-working in job, they will not be select. I think the training is very important in human resources because it can determine the future contribution of an employee. For example, when you know the strength and skill of an employee, you should put him in the most suitable for his work so that he can effectively use his skills to achieve the company’s goals. The employee can also learn the new skill when they are training. In motivation, candidates must be able to motivate the company to have higher development aspirations and plans. Thus, it is important to ensure that the candidate in interested. In evaluation, we can know the candidate’s ability and can predict their future contribution to the company. Companies also need to regularly assess and adjust to ensure that candidates do the right job. In compensation, the company will be based on different positions to give different salaries, the company will give the month the most hard people reward. If you want to get high salaries, you have to pay more effort. The company will give the end of the bonus and some benefits to thank the staff of the contribution of this year.

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