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**Executive Summary**

In this assignment, first of all I understand what is the human resources management. I will define the human resources management in the introduction, which I have been studied and understand the contents of each definition which I have been refer. The second part, that I have been studied and going to explain is the major activities of human resources operation in hospitality management with relevant examples. Thirdly, I will be explaining the major steps in human resources planning and trends in hospitality managements. Furthermore, I able to brief the action plan under human resources planning in hotel industry with my understanding based on what I have been studied and refer. The fourth part I am going to explain human resources functions and its policies. In addition I am going to elaborate the functions and policies criteria apply in hospitality management. Furthermore, I am going to explain the human resources for each department. Finally, I able to define the organizational behavior in hospitality in executive manner and I will brief it in groups and structure forms in organization.

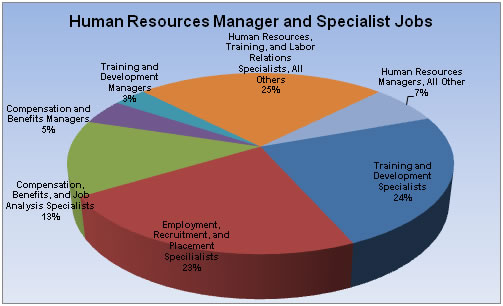
**Introduction**

# What do you think is human resources management? Human resources management is the process of devising and operating the application, progress and utilization of human resources in recruitment.(Crystial Parrilla,Jul 13, 2015) Furthermore, human resources management is the function of an institute that most effectively included with recruitment, selecting, motivation, training, evaluation and compensation. This process gives guidance for the people who wiling to work in this recruitment. Human resources management also can be execute by line managers. This are the meaning that I have been define by the reference.(Crystial Parrilla,Jul 13, 2015) What are the importance of the human resources? The importance of the

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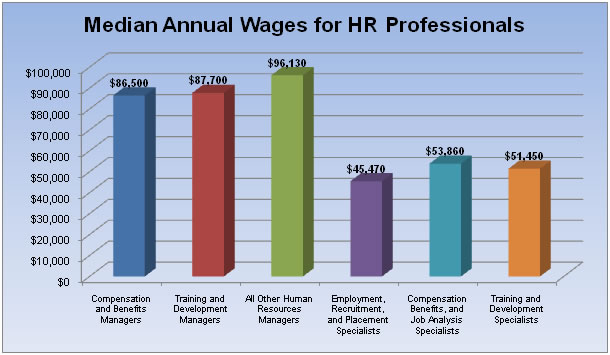
# human resources is too pinpoint the labor force demands, choices of perfect person for the perfect jobs, good human

# bonds, progress of the technique of the worker and essential for encouragement.(Crystial Parrilla,Jul 13, 2015)



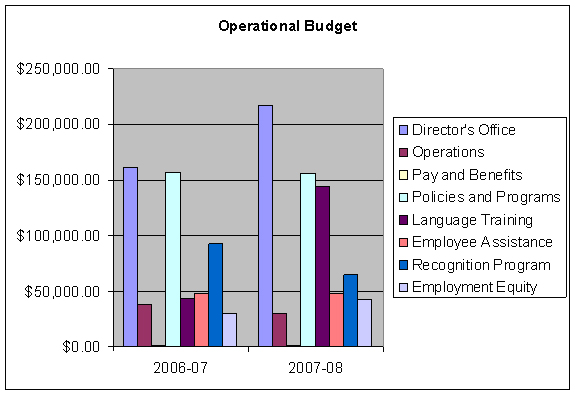
*Source: Bureau of Labor Statistics 1.1*

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*Source: Bureau of Labor Statistics 1.2*

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***Operational Budget for 2006-2007 and 2007-2008 graph 1.3***

***QUESTION 1***

**Define the major activities and Human Resources Operation in Hospitality Management. (20Marks)**

**(The Human Resources Management definition is given in the introduction, so the answer was in the introduction. May teacher refer the introduction)**

**Explain 5 major activities**

**Recruiting**

**The process of searching and employing the perfect applicant for a new career in most effective manner begins in correct time and demand. This recruitment process consists of admiring applicants for the job, determining the needs of a career,choosing the employees, employing and coordinate the new employees to the management.**

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**Selecting**

**Selecting process is which human resource choose the right applicants for the right career path with good qualifications. This process will disqualified the unqualified applicants and find for the perfect employees to work on this organization.There are 5 stages of the selection. The stages starts with selection test, employment interview, background investigation, medical examination and lastly final selection.**

**Training**

**The process of the training in the human resources management is to brief and train the employees regarding the new working trends. This training is also to improve the employees working skills, abilities, attitudes and their knowledge in their job scope and external job scope. They also can learn more about the process and the function of the works and easier to be done in future needs.With this training process, employees also can adopt the changes of the field easily and able to work in different type of task.**

**Motivation**

**The process of Motivation in human resources management motivates the employees to achieve their goals, teach workers to be more hard working to accomplish the work task properly, communicate with workers about their progress and compliment them to motivate them. In addition, when employee do their job properly,we should be encouraging and appreciating them for their efforts for what they have shown towards their job. Human resource management in this motivation process also can plan for new and interesting job scope to make them learn.**

**Compensation**

Compensation is a process of organized way to provide financial value to labor in exchange for career function. Compensation is also a process of job satisfaction, job performance and conclude

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certain determination in recruitment.Furthermore, bonuses also can be included by this process its a periodical compensation based on the store performance during the period.(Crystial Parrilla,Jul 13, 2015)

Question 2

I) Describe in brief on Human Resources Planning and Planning Trend In Hospitality.

II) Explain about what is your understanding on action plan Human Resource Planning in Hotel Industry.(20Marks)

Human Resources Planning(Define&Objective)

I) The definition of the human resource planning is most effective study of human resource demand in plan to ensure that the appropriate quantity and suitable employee are applicably at the, correct time at the correct field to do the suitable career and to do the task accordingly. To determine what position the management are going to fill and by what method to fill are the elemental concept of human resource planning.The objective of the human resource management is provide benefits to workers in proper manner, estimate the organization demands or needs, encourage employees to handle with the changes of the developments and consume currents labor force capacity.

Trends Of Planning Human Resources Management(5process,5explanation)

The trends of human resources planning is:

Outsourcing

# A company gets a third party to operate all or some of their human resources functions will be called as human resources outsourcing. Human resource outsourcing is a forceful thing to support the growth of the firm. In addition submitting candidate

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# data properly to the demand of the management and the conclusion will be contrived by the constitution. The advantages of outsourcing is can help your organization cut its operational costs by 50% if not more. The disadvantages is risk of exposing confidential data.

Internship/Graduate Intake Program

Internship is a career training for student which this program is offer by a management to potential worker. Internship is a work of full time or a part time at a company. This internship is will be 3month or 6month at the same company who offer internship or either different company. This stage mainly aimed for trainer post after graduation. Internship is included with work and study in the same period of time.

Talent Pool

Talent pool is a collection of database of a person plan by a agency in the course of the utilization process. When a applicant employ for a job, The employment agency will classified the particular and applicable talent pool by tagging them to applicant profile. It will be based on job title, characteristics, experience and attributes for example. The intention of building the talent pool is to help store in the database immediately and effectively.

Poaching/Raiding

The concept of the employee poaching is can be describe process that include companies hiring employees from their competitors.  Poaching is buying talent rather than developing it. In addition, to hire the employees employer will offer interesting packages and different conditions better than the present management of the applicant. This process will be a challenge for human resource managers to tackle poaching.

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E-recruitment

E-recruitment is acknowledge as online recruitment. This process is used to attract applicants and help to support the recruitment process.We can advertise vacancy throughout the websites, social network sites or job sites. To select the candidates, we have to gather their information. Receiving concurrent versions systems from email. Interview process will be attend throughout the support of information technology. This is recruitment I only for the suitable type of candidates. Because of this process the we can reduces the cost and it also consider as low cost .

II) Action plan

Recruitment Plan

The recruitment plan in hotel industry is first of all the management will have a job analysis and its description. Then, they will add on the requirement of the job, working hours for the hotel , the company who offer the comparative pay based on the skills and experience. So this can help applicant to choose the right job scope. After receiving the applications and resumes, the management of the hotel industry will start to classified their job scope and their abilities accordingly. In addition, the management of the hotel industry also will check their previous job scope and working experience so that there can know what is the applicant ability. After the management go through all the resume, they will proceed to the next interview process. This process to ensure that, applicant understand the job scope and management will identify their confident and their knowledge. Then the last step is decision making. The human resources management of the hotel industry will decide and employ the applicant.

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Redeployment Plan

Redeployment plan in hotel industry is the human resource management will allocate the excessive employees to different departments where there is lacking of people in other departments.The management of the hotel industry also can place over the excess employees to the right job with right person. Hotel Industry in this process train and develop the labors about the important of the redeployment in needed places. Manager of hotel or supervisor must motivate the employees with positive minds and inspiring words to redeploy the employees. This evaluation process is also developed to see how the labors perform in their new career path in hotel industry. This process also help the management as same as the employees.

Redundancy Plan

When a job is not obtain anymore, the workers will be terminated by the employment is called as redundancy plan. Redundancy plan that applied in hotel industry is one of the reason for the termination of a worker under fixed contract. Redundant worker can claim their pays within the strict time limits. In hotel industry, a redundancy occurs because of the cessation of the firm or off sites workers or sites of the firm to the new location or changes in firms processes that lead them to the termination of the career. Overlapping necessary for commercial reasons in fact and not for any other reason, such as the issue emphasize abilities or achievements. When redundancy in hotel industry take place on an employee, the management of the hotel must inform them in the correct time of period.

Productive Plan

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The success of an organization is productivity. Productivity plan in hotel industry is mainly aimed to improve the productivity to provide a good conditions for the customers. Workers and managers also can got the rights to choose or give the best idea of productivity. Design and productivity of the organization usually deal with three main elements, including operational planning, tactical and strategic. We must give a important role in hotel industry about productivity plan because it helps customer attract with the designs and give more useful productivity to keep our management increase the sales and the firm in good position. If the quality of the productivity is not good enough the human resource management of hotel industry must take action to make the productivity more productive.

Retention Plan

In hotel industry retention plan is always occur because the employees leaving the jobs easily with a lot of reason. Human resource management in hotel industry also need to make sure that their employees are happy with career and need to ask their implement or strategies. In addition, in hotel industry managers or supervisor must communicate regularly with their employees to make sure everything is fine with them, don’t ever discourage them. This will help the organization to lead up and increase the good relation between the managers. Retention in hotel industry happens rapidly because the work place or job is not what they expected as what they mention before they come to work, there is no encouraging words between the employees from the management or managers, employees feel very stressful and overwork to imbalance their life and there is no teaching and any feedback towards a good working skills.

Question 3

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I)Brief about Human Resources Functions and Human Resources Policies.

II)Describe the Function of Management and How the policy applies accordingly in Hospitality Management.(20Marks)

Define Human Resources Functions

Recruitment

Recruitment is a process that a company will plan to hire a new worker. This recruiting process will be done by using data analytic to establish and decrease the applicant pool. Recruitment process will done by the managers and the human resource management and then they lastly will select the best candidate to hire for the company. This process will open for a short term period and cost effective manner. There are several major steps or stages in this recruitment process. The first step is and the rest according step is job design and development, identifying and seeking applicants, receiving and tracking applicants, reference and background analysis, interview, lastly evaluation and hiring.

Safety

Safety is really important in the workplace. Management have a responsibility to provide a safety environment for the labors. Human resource management must support the safety of working environment and train the employees regarding the safety because this is the one of the main function. In addition, human resource management also must maintain the organization injury and death reports accordingly. To maintain the employees compensation problems human resource safety and risk consultant will work together and work closely.

Employee Relation

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In employee relation the human resources maybe will combined and handle one specialist or it can be separated process that is manage and maintain by two human resource specialist. Labor relation is human resource discipline involved with powerful employer-employee connection with job satisfaction and employee commitment. In addition, it is also included in developing management response. This also the one main function.

Compensation and benefits

Compensation and benefits are also same as employee and labor relation, that human resources can be controlled by one human resource specialist or two specialist. Evaluating competitive pay practices and compensation structures are included in this human resource functions. This compensation and benefits also include with insurance which can be help when it is in emergency situation with any injury that occurs on the workplace. In addition, it coordinate activities with the retirement savings funds. Payroll also included with compensation and benefits. The management utilize the function as the payroll.

Compliance

A critical human resource function is compliance with employee and employment laws. Non-compliance on workplace is consider as working conditions unsafe and general dissatisfaction with working conditions that can affect productivity and, ultimately, profit. Human resource management must be so careful and responsibility by handling this term. This is consider under a national labor relation act with rules and regulations.

Training and development

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The management must encourage the worker for their success and communicate with them regularly. This will help in future for a new employees with training them and work together. Human resources management also give professional developments and leader training. Leadership training

is maybe hire a new employee or promoted employee will be trained how to handle the employee relation at the department levels. The professional developments is employee is looking for a promotion to achieve their goals as they finish their education.

Define Human Resources Policies

Organizational structure

Organizational structure is define as position or ranking order within an organization. This structure is developed to establish how an organization operates and assists an organization in obtaining its goals to allow for future growth. In addition it is also notify all of the career, its functions and where it is reported to the organization.

Supervision Guide

# Good supervision is based on clearly briefing the role of supervisors in an organization, and ensuring supervisors have the required abilities to carry out their task efficiently. Better supervision influence organizational effect and the overall working environment. A powerful supervisory crew can provide a positive working environment and enables workers feel successful.

Legal Issues

Before there start a firm, there are some law that we must follow the properly and engage with business correctly. This legal issue

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need to establish anti-discrimination policies , sustain certain records or conduct ongoing employee training. There is no illegal requirements for this human resource department with this legal policies because it is perfectly fit for them. When a small business have a legal issues, the issues automaticly can take place in daily operation, so that the human resources can save their stress and time.

Consistency

The responsibility of human resources, department supervisors and managers is consistent application and workplace policies. Due to the consistent use workplace policy can affect business success. Employers who elect to use workplace policies ultimately the risk of losing employees to a large obtaining by low employee morale and dissatisfaction overall. Companies that choose which policy to accomplish when setting up for failure, let alone expose themselves to potential responsibility for labor complaints about prejudiced treatment.

II)Function of hotel Management in each department

Front desk Manager

A front desk manager is a person who will manages all the process of a hotel, resort, lodging or inn.Organization of hotel operations involve with, the guest contentment, care and hygiene classic hotel amenities,business executive and customer service, marketing executive,purchasing, revenue executive, financial auditing,firm executive, and other functions. Being a front desk manager, there is a perfect timetable for each employee to establish the works properly in correct time.The front desk manager also must report if difficult situation to hotel general manager.In addition, front desk manager also will take responsibility about the policy and procedures which is execute

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by the hotel industry. When there is any famous people like celebrity, the manager also in charge of them to give the good qualified things. Other than front desk manager is in charge is reservation, reception, and concierge.

Housekeeping Manager

A housekeeping manager responsibility is help in introduce, manage and organize working timetable for housekeeping. In addition organize and plan hiring interview for housekeeping and help them to hire a accommodation. Housekeeping manager also need to perform and sustain the management directory. They also suggest the the employees need or demands, contract service and necessary equipment along with other manager. Housekeeping manager also will develop the housekeeping staff and train them with some programs with professional skills in customer service. In addition they also help in providing best services and operation.

F&B Manager

Food and beverage is called as fnb. The fnb manager will operate F&B and day-to-day operations with limited budget and to the highest standards to the guest in hotel management. The fnb manager will make decision regarding the food and beverage for the facility provided for the items. In addition they also identify and keep eye on fnb employees to make sure that they follow the instruction of the health and safety standards in hotel management. There also make sure the guest like it or not, if any complaints, they immediately check the food. Fnb manager also will monitor the inventory and check the equipment of the area to make sure that there is good condition to serve the customer in hotel management. It is contain maintaining budgets and payrolls and scheduling staff shifts.

Security Guard

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The responsibility of a Security guard is protect premises and personnel by patrolling property, monitoring surveillance equipment, inspecting buildings, equipment, and access points, permitting entry of the hotel industry. Security guard also must avoid loss and damages if anything happens, they should reported with policies and procedures . In hotel management, the security guard must guide the guest to park their car. In addition in hotel management, security guard also need to give good service.Protect environment by monitoring and setting building and equipment controls in hotel management.Security guard is one of the important management in hotel industry because it avoid risk of robbery, direction problem and others.

II)How the policy applies accordingly in Hospitality Management

Employee satisfaction

Employee satisfaction that applies in hotel management is the human resource must motivate, encourage, communicate with the employees to over come the problems. It will help the management in development of the employees. Human resource management in hotel industry also must understand and appreciate them for the good service to make the employee happy. In addition employee is overcoming a lot of problem and night works in hotel management so, human resources management must reward them to make them go for achieve their goals in future.

Promotion

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Promotion in hotel management is given to a employee for per individual performance toward good working skills, good service for the guest, participating in activities that held in hotel, signify in the organization and many others. In hotel management promotion also can be too several employee with different departments. Promotion is hard to get but when it comes to hotel management when employee put more effort to achieve their goal of work hard, the promotion will give for them as a appreciating for their effort.

Leave/week off

Leave and week off in hotel industry is the hotel management in every places make a decision to give one off day. So the hotel management will give the employee one off day for every week. For a employee the off day will differ from one another. In addition the employee also get week leaves like annual leave, medical leaves, maternity leaves (for pregnant ladies), urgent leaves and others. The leaves all will be accordingly separated and have its counted days. These kind of leaves are apart from the week leaves. Week leaves are different from other leavers.

Employee engagement activity

Employee Engagement activity in hotel industry is a process which the hotel will provide functions, community or celebration to the employee. Example of the activity that can be held in hotel management is staff welfare community, staff cafeteria community, employee of the month award and birthday celebration. Employee engagement activity in hotel industry also help employee to get know each other. Not only this, every year hotel management will celebrate anniversary of the hotel with the employee, this is also considered as employee engagement activity.

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Training Policy

Training policy in hotel management is also one of the important policy that applies in the management. All the employee must attend this induction process. This training policy help employee to get know about the policies and procedures of company and the training section. In hotel management, the training policy give a important role because before a employee start the work in hotel they have to know the procedures and instructions. So that they can get new information and get know about the function, so that they can applied it accordingly and properly in hotel industry.

Question 4

I)Explain in detail about organizational behavior in hospitality and brief on groups and structure in organization.

Organizational Behavior in Hospitality

Organizational behavior in hospitality can be define as understanding, conclude and organization of human behavior both individually or in groups that is occur within the management. There are two perspectives in the organizational behavior in hospitality . External and internal perspectives of how the organizational behavior can be seen from an management’s point of view of hospitality. Organizational behavior counterpart organizational hypothesis, which aimed on organizational subtopics, and companion human-resource studies, which is more concentrate on everyday firm practices.

Organizational behavior in hospitality also can be brief as combination of the humanity and technology in hospitality. In

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addition, it is a human tool for human advantages in hospitality .Organizational behavior studies the individuals, groups, and structures have on human behavior along the management. It is combining two or more academic field that includes Psychology, sociology, [communication](https://www.boundless.com/management/definition/communication/), and organization in hospitality.Perception such [decision making](https://www.boundless.com/management/definition/decision-making/), [team](https://www.boundless.com/management/definition/team/) building, encouragement, and job content are all aspect of organizational behavior and [responsibilities](https://www.boundless.com/management/definition/responsibility/) of organization.Organizational behavior also deals with [culture](https://www.boundless.com/management/definition/culture/). Corporate culture and company is difficult to be brief but is appropriated to how organizations behave.

Organizational Behavior on groups and structure

Organizational behavior in hospitality on groups is brief as two or more workers who relate with one and another in such of method that the behavior and performance of the employee hurt emotionally by the behavior and performance of other employee. There is a technical requirements form its starting goals in hospitality management. To achieve the goals, employee must put their hard work to perform the task properly. In hospitality the organizational behavior is mostly based on groups structure of the employee in the organization. In addition it is called as formal groups.Into the formal groups, there are two divisions of groups one is command groups another one is task group. Command group in hospitality is particularized by the management plan, consist of the person that serves another who is directly reported to the supervisor. The examples of the command groups in hospitality is powerful relationship between a section of organization of manager and the supervisor. Task group in hospitality is a group consist of the labor works together to complete the specific project or task. The examples of task groups is, activities of a clerk in an insurance company is required duties. When individuals hooked on a fairly constant,

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be apart to form groups of activities may required by the management in hospitality. This is called as informal groups. In the informal group also there is two division groups that are been separated one is interest groups and friendship groups. Interest groups in hospitality is individuals which are not member to command groups and task groups is achieve their goals individual.Examples of the interest group is Workers unite to present united front to the management for more benefits and their server is an example of collecting tips interest groups. Friendship group in hospitality is more to friend examples as this groups are formed because their member are same age, gender and cultural background. This group always extend their interplay and conversation to off-the-job activities.Organizational structure in hospitality is theoretical concept. Nobody have ever been seen one of them. The presence of form is the evidence of that form. In hospitality the significant of management formation as an power on the role of individuals and groups who make up the organization. The importance of form as a point of supply power is so widely accepted that some experts brief the contain as those characteristics of the management that supply to command or analyze its parts.

Conclusion

Conclusion of the essential human resource management is we study about the definition of the human resource, function and policies of human resource, in addition we study how the criteria is apply in hotel management or hospitality, organization behavior in groups and structure form, major activities and further more. This study is to understand the essential of the human resource and in hospitality. Human resources is handling a lot process, such as recruiting, compensation, evaluation,training and selecting. Then, we study the policies

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and function of the human resource and hospitality, how employee is get know it.

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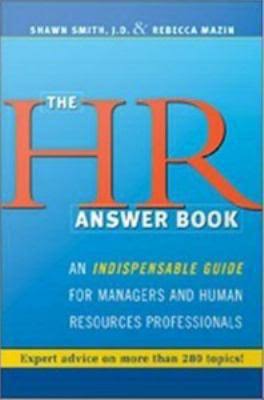
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Human resource book 

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