

HT-MGT 260

Hospitality Personnel Management

Lecturer:

Dr. Atul Sheel
07, Flint Lab
Telephone: 545 4036
EMAIL: sheel@ht.umass.edu
Office Hours: M,W 12.55 to 2.10 P.M.

Students are welcome to schedule their appointments:

- * either by meeting me in class
- * or by calling and leaving a message with their telephone numbers in my voice mail
- * or by leaving me an e-note
- * or by leaving a note with their number in my mailbox (main office, flint).

Teaching Assistant:

Zhihong Zhang
Email: zzhang@ht.umass.edu
Telephone: TBA
Office Hours: TBA

Course Description:

The course is designed to improve a student's understanding of human resource management concepts as applied to hotels, restaurants and the tourism industry. Issues such as functions of leadership motivation, job design, recruitment, wage and salary administration and performance appraisal are emphasized.

Pre requisite: HTMGT 100

Text Book:

Required : Human Resource Management (11th Ed) by Robert L. Mathis and John H. Jackson. Thomson Southwestern Publishers (<http://www.thomsonedu.com/>)

Evaluation:

Term Exam 1	= 100 points
Term Exam 2	= 100 points
Term Exam 3	= 100 points
Term Exam 4	= 100 points
Four Unannounced Quizzes @ 25 points each	= 100 points

Course Guidelines:

1. Attendance:

The course *requires that students attend all classes* during the semester. An absence is excused only if a student has made prior arrangements with the instructor. Illnesses, scheduled field trips, religious observance, and such other emergencies are the only reasons for which an absence may be excused. Attendance will be taken at the beginning of each class. Only two unexcused absences will be entertained during the semester. Thereafter, each additional class missed will result in the deduction of 2 (*two*) points from the final course grade.

2. Positive Participation: Students are required to complete the reading assignments in advance. Students with poor class preparation or disruptive behavior may be penalized *up to 10%* of their final grade. In the same context, those with adequate class preparation and positive participation/discussions may be awarded *up to 10 bonus points*.

3. Term Examinations:

The term examinations will be two-hour Wednesday evening exams per the given schedule. The first three term exams will be *non cumulative*. *Per department policy, make up time for these evening exams will be provided during the semester.*

4. Quizzes:

In total, five quizzes will be administered during the semester. *Four of five quizzes* will be *unannounced* pop quizzes. *As a transitional courtesy, the first quiz will be announced.* The purpose of these quizzes is to ensure that students keep in constant touch with the course material. The *four best quizzes* will count towards the final grade.

5. The nature of the course requires that a student stay in constant touch with the course material and go over the assigned readings on time.

6. Extra Help Sessions:

It is anticipated that an hour long extra help class will be held once a week (evening session - hours and venue to be announced) to review material covered, answer questions, and provide additional help to any student who would like to attend it. This session is completely voluntary, and in addition to the regular office hours. Students who may be having difficulty are strongly encouraged to go to these sessions.

7. At the end of the semester, a student with an *overall course average of 80% (eighty percent) and above (in three term exams and four quizzes)* may choose to take an *exemption* from the fourth exam.

Course Outline: The following is the suggested outline for the course. The instructor will determine the exact sequence of lectures after evaluating the progress of the class.

Lect.	Date	Particulars	Assignment
SECTION I. NATURE OF HUMAN RESOURCE MANAGEMENT			
1	Jan 31	Orientation/ Changing Nature of Human Resource Management	Chapter 1
2	02	Changing Nature of Human Resource Management/ Strategic HR Management and Planning.	Chapters 1,2
3	07	Strategic HR Management and Planning./Organizational/Individual Relations and Retention	Chapters 2,3
4	09	Organizational/Individual Relations and Retention	Chapter 3
5	14	Organizational/Individual Relations and Retention	Chapter 3
6	16	Quiz 1	
SECTION II. STAFFING THE ORGANIZATION :			
7	Mar 02	Legal Framework of Equal Employment.	Chapter 4
8	06	Legal Framework of Equal Employment./ Managing Equal Employment and Diversity	Chapters 4 & 5
9	09	Managing Equal Employment and Diversity/ Jobs and Job Analysis.	Chapters 5 & 6
10	14	Jobs and Job Analysis./Recruiting in Labor Markets.	Chapters 6 & 7
11	15	Term Exam 1 - Wednesday Evening 6.30 – 8.30PM	
12	16	Recruiting in Labor Markets/ Selecting and Placing Human Resources.	Chapters 7 & 8
SECTION III. TRAINING AND DEVELOPING HUMAN RESOURCES			
	28	Training Human Resources	Chapter 9
10	30	Training Human Resources/	Chapter 9
11	April 04	Performance Management and Appraisal.	Chapter 11
12	06	Performance Management and Appraisal.	Chapter 11
SECTION IV. COMPENSATING HUMAN RESOURCES:			
13	11	Compensation Strategies and Practices.	Chapter 12
14	13	Compensation Strategies and Practices./Variable Pay and Executive Compensation.	Chapters 12 & 13
15	18	Variable Pay and Executive Compensation/Managing Employee Benefits	Chapters 13 & 14
16	19	Term Exam 2 - Wednesday Evening 6.30 PM – 8.30 PM	
SECTION V. EMPLOYEE RELATIONS:			

17	20	Health, Safety and Security.	Chapter 15
18	25	Health, Safety and Security/Employee Rights and Discipline.	Chapters 15 & 16
19	27	Employee Rights and Discipline/ Union-Management Relations.	Chapters 16 & 17
20	May 02	Union-Management Relations.	Chapter 17
21	04	Term Exam 3 – Wednesday Evening 6.30 – 8.30 PM	
22	09	Union-Management Relations.	Chapter 17
23	11	Union-Management Relations.	Chapter 17
24	16	Union-Management Relations.	Chapter 17

Best of Luck for the Finals!

DR. ATUL SHEEL

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