

**TIH 1204**

**Human Resource Management  
in Hospitality Industry**



# Introduction to Human Resource Management

Human Resource Management (HRM) is the strategic approach to managing an organization's most valuable asset - its employees. HRM plays a crucial role in attracting, developing, and retaining talented individuals who contribute to the success of the organization. This presentation will provide an overview of the key concepts, objectives, and functions of HRM, equipping you with a comprehensive understanding of this critical business discipline.



# Definition and Importance of HRM

## 1 Definition

HRM is the process of managing people in an organization, including recruiting, selecting, training, evaluating, and compensating employees. It aims to maximize employee productivity and satisfaction.

## 3 Key Responsibilities

The HR department is responsible for overseeing employee-related activities, such as talent acquisition, performance management, employee development, and compensation and benefits.

## 2 Importance

Effective HRM is vital for organizations to achieve their strategic goals. It helps maintain a skilled, motivated, and engaged workforce, fostering a positive work environment and supporting the overall success of the business.



# Objectives of Human Resource Management

## Attract and Retain Talent

HRM aims to identify, attract, and retain the best-fit candidates for the organization, ensuring a skilled and motivated workforce.

## Develop Employee Capabilities

HRM focuses on training and developing employees, enabling them to acquire new skills and enhance their performance.

## Foster Positive Work Culture

HRM strives to create a positive, inclusive, and collaborative work environment that promotes employee engagement and job satisfaction.

# Key Functions of the HR Department



## Recruitment

Identifying, attracting, and selecting qualified candidates to fill job openings.



## Performance Management

Establishing and evaluating employee performance goals, providing feedback, and identifying areas for improvement.



## Training

Designing and implementing learning and development programs to enhance employee skills and knowledge.



## Compensation

Designing and administering competitive compensation and benefits packages to attract and retain talent.





# Recruitment and Selection Process

## HOW TO ANSWER THE MOST COMMON INTERVIEW QUESTIONS



**1. PLEASE COULD YOU TELL ME A LITTLE BIT ABOUT YOURSELF?**

In this case, the interviewer is looking to discover what about you would make a good fit for the job you are applying for and how you would work within the business. In answer to this question, you should keep your answers brief yet to the point. For example, you might say something like 'I am a driven person and I have proven this in my previous role, as you can see on my resume, my determination earned me a promotion twice within my first year.' You may then go on to talk about personal experiences within your career and private life which have some relation to the job you are looking to do.

**2. WHAT IS THE REASON FOR LEAVING YOUR PREVIOUS JOB?**

In short, the prospective employer is looking to find out whether or not you were fired or left for an unreasonable reason. You should be honest but avoid saying anything that may reflect badly on you. If the situation becomes uncomfortable, you can divert the subject to your achievements.

**3. WHAT SALARY ARE YOU EXPECTING FROM THIS POSITION?**

No employer wants to hear that you are expecting more than is usual for the job role but they also won't want you to aim lower than average as this shows that you don't have ambition. The best way to answer this question is to say that it is negotiable. If you are in any doubt as to what is reasonable, it is important to research the salaries of other people in this role.

**4. WHAT GOALS AND AMBITIONS DO YOU HAVE FOR THE FUTURE?**

This question may also come in other wordings such as 'Where do you see yourself five years from now?' But in essence, the answer should be the same, and that is to explain what you hope to have achieved within your career and in particular the role you are applying for. Talk about improving your skills and learning new ones and explain how you plan to reach any goals you have stated.

**5. WHY ARE YOU THE BEST CANDIDATE FOR THIS POSITION?**

This is where you need to sell yourself. Don't be shy and ensure that you mention anything that makes you stand out from the crowd after all this is your chance to show what an asset you will be to the company.

**6. WHAT IS YOUR MAIN WEAKNESS?**

This is somewhat of a trick question and should be approached with caution. You should never say that you have no weaknesses as this is impossible for any human being but instead, you should demonstrate how you overcome your weakness and turn it into a positive.

**7. WHAT CAN YOU TELL ME ABOUT (COMPANY NAME)?**

Many job interviewers will ask you to tell them about the company that you are interviewing with and it is a common mistake when people do not do their research. If you appear to not know a lot about the company, it is going to come across as you not being bothered whether you work for them or not. A good knowledge of the company can be very impressive and can often secure a position.



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## Job Analysis

Identifying the required skills, qualifications, and responsibilities for a specific job role.

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## Sourcing Candidates

Utilizing various channels, such as job postings, referrals, and social media, to attract a pool of qualified applicants.

3

## Screening and Interviews

Carefully evaluating candidates' resumes, conducting interviews, and assessing their fit for the role.

# Employee Training and Development

## Onboarding

Introducing new hires to the organization, its culture, and their job responsibilities, ensuring a smooth transition.

## Skill Development

Providing ongoing training and learning opportunities to help employees acquire new skills and enhance their professional growth.

## Career Advancement

Implementing career planning and succession management strategies to support employee career progression and leadership development.

## Performance Feedback

Regularly providing constructive feedback, coaching, and mentoring to help employees improve and reach their full potential.





# Performance Management and Appraisal

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## Goal Setting

Collaborating with employees to establish clear, measurable, and achievable performance goals.

2

## Ongoing Feedback

Providing regular feedback and coaching to help employees track their progress and identify areas for improvement.

3

## Performance Appraisal

Conducting formal performance reviews to assess employee achievements, strengths, and development areas.



# Compensation and Benefits Management



## Base Salary

Competitive compensation based on market rates, job responsibilities, and employee performance.

## Bonuses and Incentives

Variable pay structures that reward outstanding performance and contribute to employee motivation.

## Employee Benefits

Comprehensive benefits package, including health insurance, retirement plans, paid time off, and other perks.

## Work-Life Balance

Flexible work arrangements, such as remote work, flexible schedules, and parental leave, to support employee well-being.

# Employee Relations and Engagement

## Employee Engagement

Fostering a positive work environment, promoting open communication, and empowering employees to contribute and thrive.

## Conflict Resolution

Establishing effective grievance handling procedures and conflict resolution mechanisms to address employee concerns and maintain a harmonious workplace.

## Compliance and Regulations

Ensuring the organization adheres to labor laws, employment regulations, and industry-specific guidelines to protect employee rights and maintain a legal and ethical workplace.

# Conclusion and Key Takeaways

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## Strategic Role of HRM

HRM is a critical function that supports the overall strategic objectives of the organization by managing and developing its most valuable asset - the employees.

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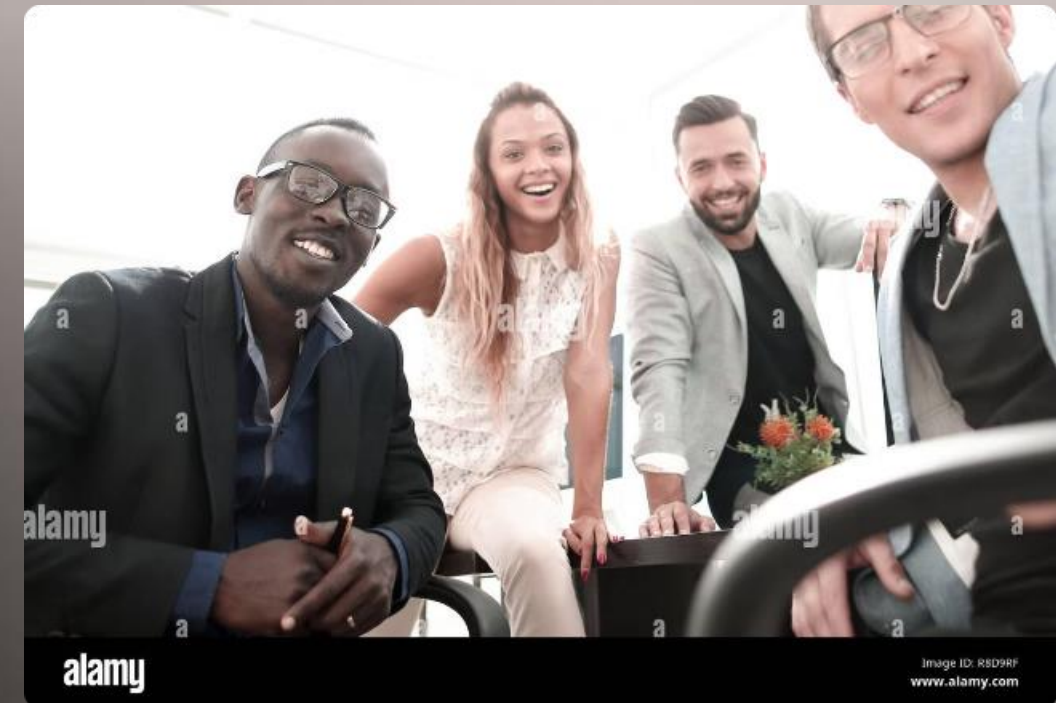
## Comprehensive Responsibilities

The HR department oversees a wide range of responsibilities, including talent acquisition, employee development, performance management, compensation and benefits, and employee relations.

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## Importance of Employee Engagement

Fostering a positive work environment and engaging employees are crucial for maintaining a motivated, productive, and loyal workforce that contributes to the organization's success.



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