

TQF.3



Bachelor's Degree

Master's Degree

# College of Hospitality Industry Management

## Course Specification

Course Code: IHM3210

Course Title : Managing Hotel Human Resource

Credits : 3(3-0-6)

Program: Hotel Management (International Program)  
The College of Hospitality Industry Management,  
Suan Sunandha Rajabhat University  
(CHM,SSRU)

Semester : 2 Academic Year : 2021

## Section 1 General Information

### 1. Code and Course Title :

Course Code: IHM3210

Course Title (English): Managing Hotel Human Resource

Course Title (Thai): การจัดการทรัพยากรบุคคลในโรงแรม

### 2. Credits : 3(3-0-6)

### 3. Curriculum and Course Category :

3.1 Curriculum: This course of Bachelor of Art, The College of Hospitality Industry Management, SSRU

3.2 Course Category:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> General Education | <input type="checkbox"/> Required Course |
| <input type="checkbox"/> Elective Course              | <input type="checkbox"/> Others .....    |

#### **4. Lecturer Responsible for Course and Instructional**

##### **Course Lecturer (s) :**

4.1 Lecturer Responsible for Course: .....

4.2 Instructional Course Lecturer(s):

(1) .....

(2) .....

#### **5. Contact/Get in Touch**

Room Number 306 Tel. 084-6714577 .E-mail

[Kanyapilai.ku@ssru.ac.th](mailto:Kanyapilai.ku@ssru.ac.th)

#### **6. Semester/ Year of Study**

6.1 Semester: 2nd Year of Study 2021

6.2 Number of the students enrolled: 15 students

#### **7. Pre-requisite Course (If any)**

Course Code: .....Course Title .....or None

#### **8. Co-requisite Course (If any)**

Course Code: .....Course Title .....or None

#### **9. Learning Location**

Building Number: Nakhonpatom Education Centre Room

Number GOOGLE MEET/ONSITE

#### **10. Last Date for Preparing and Revising this Course:**

15<sup>th</sup> December 2021

### **Section 2 Aims and Objectives**

#### **1. Course Aims**

At the end of this course, the student will reach to five domains in the following areas of performance :

1.1 Morals and Ethics

(1) Have positive attitudes towards service careers

### 1.2 Knowledge

(1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;

(2) Have integrated knowledge in other related disciplines;

### 1.3 Cognitive Skills

(1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;

(2) Be able to apply both theoretical and practical knowledge into real-life problem; and

### 1.4 Interpersonal Skills and Responsibility

(1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems

### 1.5 Numerical Analysis, Communication and Information

#### Technology Skills

(1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively

## **2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)**

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## **Section 3 Characteristics and Operation**

### **1. Course Outline**

(English) Strategic management in human resource, information systems, resourcing and assessment, orientation programs, performance

management, remuneration management, industrial relations, organizational behaviour, welfare management, training and development including implementation of induction, manage the effective use of human resources , monitor and evaluate the effectiveness of training outcomes.

(Thai).....

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## 2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture (hours)	Remedial Class (hours)	Practice/ Field Work/ Internship (hours)	Self Study (hours)
48	3+	0 hours	96 hours

## 3. Time Length per Week for Individual Academic Consulting and Guidance

(The lecturer responsible for course identifies the information, for example, 1 hour / week)

3.1 Self consulting at the lecturer's office: Room Number 306

Building International College (Nakhonpathom Education Center/SSRU)

3.2 Consulting via office telephone/mobile phone: 084-6714577

3.3 Consulting via E-Mail [kanyapilai.ku@ssru.ac.th](mailto:kanyapilai.ku@ssru.ac.th)

3.4 Consulting via Social Media (Facebook/Twitter/Line) Line Id: Kanyapilai

3.5 Consulting via Computer Network ( Internet/Web board).....

## Section 4 Developing Student's Learning Outcomes

### 1. Morals and Ethics

#### 1.1 Morals and Ethics to be developed

- (1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and disputes;
- (2) Have positive attitudes towards service careers;

- (3) Be able to lead and follow group members, work in team and be a role model for others; and
- (4) Have self-discipline, be punctual, responsibility to self, profession and society

### **1.2 Teaching Strategies**

- (1) Provide examples on ethical and moral behavior in classroom such as the issue of plagiarism in doing assignments;
- (2) Provide case studies that explain ethics in careers in the hospitality industry; and
- (3) Be strict with classroom attendance and participation, classroom rules, students' uniform that have to be complied with the university rules and regulations.

### **1.3 Assessment Strategies**

- (1) Class attendance, class participation, and behavior in class;
- (2) On-time submission of report and assignments and their quality; and
- (3) Students' contribution on group assignments.

## **2. Knowledge**

### **2.1 Knowledge to be developed**

- (1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;
- (2) Have integrated knowledge in other related disciplines; and
- (3) Have knowledge and understanding in research process and techniques which will be benefit in solving problems and adding up to the knowledge in the career.

### **2.1 Teaching Strategies**

- (1) Use problem-based learning
- (2) Use cooperative learning techniques; and

(3) Invite guest speakers who are experts in the field of hospitality management to give special lectures.

## **2.2 Assessment Strategies**

- (1) Quizzes
- (2) Midterm and Final examination
- (3) Assignments

## **3. Cognitive Skills**

### **3.1 Cognitive Skills to be developed**

- (1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;
- (2) Be able to apply both theoretical and practical knowledge into real-life problem; and
- (3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.

### **3.2 Teaching Strategies**

- (1) Problem based learning
- (2) Cooperative learning techniques
- (3) Case studies
- (4) Invite guest speakers who are experts in the field of hospitality management to give special lectures.

### **3.3 Assessment Strategies**

- (1) Quizzes
- (2) Midterm and Final examination
- (3) Assignments

## **4. Interpersonal Skills and Responsibilities**



#### **4.1 Interpersonal Skills and Responsibilities to be developed**

- (1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems; and
- (2) Be responsible for the improvement of self-academic learning and the profession continuously

#### **4.2 Teaching Strategies**

- (1) Group Assignments
- (2) Use cooperative learning techniques
- (3) Field trips

#### **4.3 Assessment Strategies**

- (1) Students' contribution and behavior in group
- (2) Class presentation

### **5. Numerical Analysis, Communication and Information**

#### **Technology Skills**

##### **5.1 Numerical Analysis, Communication and Information**

##### **Technology to be developed**

- (1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively;
- (2) Be able to communicate with foreigners effectively in the appropriate contexts;
- (3) Be able to use technology to communicate and present effectively; and
- (4) Be able to apply statistical or mathematical knowledge in analyzing and interpreting the data.

##### **5.2 Teaching Strategies**

- (1) Provide assignments that require students to use numerical analysis skills and knowledge;
- (2) Provide assignments that require students to use information technology skills and knowledge;
- (3) Use e-learning;
- (4) Use group discussion; and
- (5) Use presentation

### **5.3 Assessment Strategies**

- (1) Assignments;
- (2) Presentation; and
- (3) Observe from students' use of English and/or other language in discussing with other students and lecturers as well as in presenting in front of the class.

## **6. Other Domain**

- (1) .....
- (2) .....
- (3) .....
- (4) .....
- (5) .....

**Remark:** Symbol ● means 'major responsibility'

Symbol ○ means 'minor responsibility'

No symbol means 'no responsibility'

The above symbols were shown in 'Curriculum Mapping' of TQF 2.  
(Program Specification)

## Section 5 Lesson Plan and Assessment

### 1. Lesson Plan

Week	Topic/Outline	Hours	Learning Activities and Media	Lecturer(s)
1	<b>Introduction to HRM in hospitality &amp; tourism</b> - Historic Changes in Human Resources Management - The role of the Human Resources Manager in a hotel - Duties as a Manager with Human Resources Responsibilities in a hotel	3 hours	Lecture	Kanyapilai K.
2	<b>The labor market and hospitality recruitment</b> - Labor market - Labor shortage: solutions - Hospitality recruitment - The role of recruitment in the planning process	3 hours	Lecture / Group discussion	Kanyapilai K.
3	<b>Job analysis and job design</b> - Job analysis - Job design - Staffing guides	3 hours	Lecture / Group discussion	Kanyapilai K.
4	<b>Selection, Hiring and Placement</b> - Selection - Pre-interview & conduct interview - Pre-employment testing - Record retention - Successful selection - Hiring and placement	3 hours	Lecture / Case Study Assignment (1)	Kanyapilai K.
5	<b>Hospitality Orientation and Training Programs</b> - Orientation goals & planning - Socialization - Developing training program	3 hours	Lecture / Case study Group discussion	Kanyapilai K.
6	<b>Reward and remuneration</b>	3 hours	Lecture / Case study Quiz (1)	Kanyapilai K.
7	<b>Group Project / Presentation</b>	3 hours	Group Presentation	Kanyapilai K.

Week	Topic/Outline	Hours	Learning Activities and	Lecturer(s)
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			<b>Media</b>	
8	Midterm Examination	3 hours	Midterm Examination	Kanyapilai K.
9	<b>Employee Welfare</b>	3 hours	Lecture / Assignment (2)/	Kanyapilai K.
10	<b>Group Presentation</b>	3 hours	Lecture / Case-study Group	Kanyapilai K.
11	<b>Performance Standard</b>	3 hours	Lecture / Case-study	Kanyapilai K.
12	<b>Equal Opportunity and Managing Diversity</b>	3 hours	Lecture / Case-study Assignment (3)	Kanyapilai K.
13	<b>Ethics and fairly Treat of HRM</b>	3 hours	Lecture / Case-study / Quiz (2)	Kanyapilai K.
14	<b>Corporate Social Responsibility</b>	3 hours	Individual Presentation (1)	Kanyapilai K.
15	Individual Project / Presentation /	3 hours	Individual Presentation (2) Final Review	Kanyapilai K.
16	Final Review and Case Study practice	3 hours	Lecture / Case-study	Kanyapilai K.
17	Final examination	3 hours	Final examination	Kanyapilai K.
<b>Total of Hours</b>		48		

## 2. Learning Assessment Plan

	<b>Learning Outcome</b>	<b>Assessment Activities</b>	<b>Time Schedule (Week)</b>	<b>Proportion for Assessment (%)</b>
1	<b>Morals and Ethics</b> 1.1 Be able to deliver or to complete a	<ul style="list-style-type: none"> <li>• Presentation</li> <li>• Students' class attendance</li> </ul>	Throughout semester	10 %

	<p>required task at the appointed time.</p> <p>1.2 Be able to do the right thing according to the values, beliefs and principles they claim to hold.</p> <p>1.3 Be able to make decisions according to moral concepts and judgments.</p>	<p>checklist</p> <p>Students' participation</p>		
2	<p><b>Knowledge</b></p> <p>2.1 Be able to identify the proper theories and describe important case studies.</p> <p>2.2 Be able to provide an analysis and provide the solution to real business problems.</p> <p>2.3 Be able to use knowledge integrated with other disciplines.</p>	<ul style="list-style-type: none"> <li>• Pre- test and post- test results</li> <li>• Individual and group papers, report and presentation</li> <li>• Observation and comment on class activities and E- learning participation</li> <li>• Midterm examination score result</li> </ul> <p>Final examination score result/ grade</p>	<p>Throughout semester</p>	<p>40%</p> <p>20%</p> <p>30%</p>
3	<p><b>Cognitive Skills</b></p> <p>3.1 Be able to organize self-study and sharing information to class especially in</p>	<ul style="list-style-type: none"> <li>• Individual and group papers, report and presentation</li> <li>• Observation and comment</li> </ul>	<p>Throughout semester</p>	<p>(Referred to number 2)</p>

	<p>tourism. 3.2 Be able to solve problems from case studies.</p>	<p>on class activities and E- learning participation</p> <ul style="list-style-type: none"> <li>• Midterm examination score result</li> </ul> <p>Final examination score result/ grade</p>		
4	<p><b>Interpersonal Skills and Responsibilities</b> 4.1 Be able to use interpersonal English communication skills. 4.2 Be able to collaborate well in team works for problem solving. 4.3 Be able to show leadership skills</p>	<ul style="list-style-type: none"> <li>• Individual and group papers, report and presentation</li> <li>• Observation and comment on class activities and E- learning participation</li> <li>• Midterm examination score result</li> </ul> <p>Final examination score result/ grade</p>	Throughout semester	(Referred to number 2)
5	<p><b>Numerical Analysis, Communication and Information Technology Skills</b> 5.1 Be able to use basic ICT skills and apply them to daily life.</p>	<ul style="list-style-type: none"> <li>• Individual and group papers, report and presentation</li> <li>• Observation and comment on class activities and E- learning participation</li> <li>• Midterm examination score result</li> </ul> <p>Final examination score result/ grade</p>	Through out semester	(Referred to number 2)

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## Section 6 Learning and Teaching Resources

### 1. Textbook and Main Documents

- Robert H. Woods (2005) Managing Hospitality Human Resources (3<sup>rd</sup> Edition).
- Tanke , Mary & Delmar (2000) Human Resources Management for the Hospitality Industry (2<sup>nd</sup> Edition)

### 2.Important Documents for Extra Study

- Walker, J.R. (2009) Introduction to Hospitality Industry (5<sup>th</sup> Edition).
- Tesone, D.V. (2005) Human Resource Management in the Hospitality Industry: A Practitioner's Perspective.
- Iverson K. M. (2001) Managing Human Resources in the Hospitality Industry: An Experimental Approach by Prentice Hall.
- Baum, Tom (2009), *Human Resource management for tourism, hospitality and leisure*, Cengage Learning.
- Dewhurst, Helen, Dewhurst, Peter and Livesey, Rachel (2007), Tourism and hospitality SME training needs and provision, *Tourism and Hospitality Research*, (7) 1, pp. 131-143.
- Harris, Kimberley and West, Joseph (1993), Using multimedia in hospitality training, *Cornell Hotel and Restautant Administration Quarterly*, Sage Social Science Collections, pp. 34-75 .
- Martin, Drew and Woodside, Arch G. (2007), Experiential Learning exercises for tourism and hospitality executive training, *International Journal of Culture, Tourism and Hospitality Research*, (1) 4, pp. 269-272.

- Mohsin, Asad (2006), Cross cultural sensitivities in hospitality, Paper to be presented at the '*International Conference on Excellence in the Home: Balanced Diet – Balanced Life*' Royal Garden Hotel, Kensington, UK.
- Poulston, Jill (2008), Hospitality workplace problems and poor training: a close relationship, *Journal of Contemporary Hospitality*, (20) 4, pp. 412-427.
- Safer Industries (2006), Managing Occupational Health and Safety in the Hospitality Industry, *WorkCover Corporation Grants*.
- Whitelaw, Paul A.; Barron, Paul; Buultjens, Jeremy; Carincross, Grant and Davidson, Michael (2009), Training needs of Hospitality Industry, CRC for Sustainable Tourism Pty Ltd.

### **3. Suggestion Information (Printing Materials/Website/CD/Others)**

#### **Keywords for searching:**

Human Resources, Hospitality, Tourism

**Website:** [http://ec.europa.eu/enterprise/sectors/tourism/tourism-business-portal/documents/business/resources/personnel\\_management.pdf](http://ec.europa.eu/enterprise/sectors/tourism/tourism-business-portal/documents/business/resources/personnel_management.pdf)

## **Section 7 Course Evaluation and Revising**

### **1. Strategies for Course Evaluation by Students**

1. Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum.  
Examples of question:
2. Content objectives were made clear to the students.
3. The content was organized around the objectives.
4. The content was sufficiently integrated.



5. The content was sufficiently integrated with the rest of the first year curriculum.
6. The instructional materials were used effectively.
7. The learning methods appropriately assess the students' understanding of the content.
8. Overall, students are satisfied with the quality of this course.

## **2. Strategies for Course Evaluation by Lecturer**

2.1 Lecturers team observes the class and discuss the results as follow:

- (1) The lecturer is well prepared for class sessions.
- (2) The lecturer answers questions carefully and completely.
- (3) The lecturer uses examples to make the materials easy to understand.
- (4) The lecturer stimulates interest in the course.
- (5) The lecturer made the course material interesting.
- (6) The lecturer is knowledgeable about the topics presented in this course.
- (7) The lecturer treats students respectfully.
- (8) The lecturer is fair dealing with students.
- (9) The lecturer makes students feel comfortable about asking questions.
- (10) Course assignments are interesting and stimulating.
- (11) The lecturer uses technology to enhance learning in the classroom.

2.2 The director/ head of program construct assessment items to evaluate four dimensions of lecturer's competencies: teaching

skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

### **3. Teaching Revision**

Lecturer revises teaching/ learning process based on the results from the students' survey questions, the lecturer team's observation, and classroom research.

### **4. Feedback for Achievement Standards**

International College Administrator Committee monitors the assessment process and grading.

### **5. Methodology and Planning for Course Review and Improvement**

- (1) Revise and develop course structure and process every three years.
- (2) Assign different lecturers teach this course to enhance students' performance.

**Curriculum Mapping Illustrating the Distribution of Program Standard Learning Outcomes to Course Level**

Courses	1. Morals and Ethics				2. Knowledge			3. Cognitive Skills			4. Interpersonal Skills and Responsibility			5. Numerical Analysis, Communication and Information Technology Skills			6. Other Domain ie. Learning Management Skills		
	● Major Responsibility										○ Minor Responsibility								
Course Category: Bachelor of Art, The College of Hospitality Industry Management, SSRU	1	2	3	4	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Course Code IHM 3210 Course Title: Managing Hotel Human Resource	○	●	○	○	●	●	○	●	●	○	●	○	○	●	○	○			