



مركز الاعتماد
وإضمان الجودة
ACCREDITATION & QUALITY ASSURANCE CENTER



The University of Jordan

Accreditation & Quality Assurance Center

Course Syllabus

Course Name:

Human Resources Management in Tourism

1	Course title	Human Resources Management in Tourism
2	Course number	2603321
3	Credit hours (theory, practical)	3
	Contact hours (theory, practical)	-
4	Prerequisites/corequisites	-
5	Program title	Tourism Management
6	Program code	31
7	Awarding institution	The university of Jordan
8	Faculty	Archaeology and Tourism
9	Department	Tourism Management
10	Level of course	3
11	Year of study and semester(s)	2016/2017 1
12	Final Qualification	
13	Other department(s) involved in teaching the course	-
14	Language of Instruction	English
15	Date of production/revision	2016

16. Course Coordinator:

Office numbers, office hours, phone numbers, and email addresses should be listed.
 m.allan@ju.edu.jo
 Ex: 25032

17. Other instructors:

Office numbers, office hours, phone numbers, and email addresses should be listed.

18. Course Description:

As stated in the approved study plan.

The major objective of this course is to address the nature and scope of human resources management in the context of tourism and hospitality. Thus, it gives an overview about the concept of the human resources management (HRM), International human resource management (IHRM), and other concepts related to HRM. Moreover,

this course provides an insight vision about the development of HRM in different tourism and hospitality sectors.

1. 19. Course aims and outcomes:

A- Aims:

The major learning objective is based on introducing the different approaches in managing different types of nature reserves. Thus, this unit seeks to achieve these main objectives:

1. Introducing the main terms and issues of HRM
2. To provide details about the main characteristics of the tourism market and employment
3. Learn the students the main required practical skills in HRM in the tourism and hospitality context
4. Improving students' knowledge toward managing diversity in tourism workforce

20. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
General introduction	1		Lecture, Presentations discussions		
Tourism and hospitality sectors	2		Lecture and discussion Case Studies		
HRM Cycle	3,4		Lecture and discussions		
HRM in Tourism & Hospitality	5		Lecture and discussions		
IHRM	6		Lecture and discussions		
International staffing	7		Lecture and discussions		
Recruitment & selection	8		Lecture and discussions		
Training & development	9		Lecture and discussions		
9-step approach to developing training within the organization	10		Lecture and discussions		
Job description	11		Students Presentations and discussions		
Job analysis	12		Lecture and discussions		
The ‘ideal’ front-line tourism and	13		Lecture and discussions		

hospitality employee					
The practice of tipping	14		Discussions and case studies		

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

This unit is lecture –based. It will include Presentation of the related lecture’s topics, Discussion, group activity, and other related activities.

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Exams, presentation, marketing project and activities

23. Course Policies:

A- Attendance policies:

B- Absences from exams and handing in assignments on time:

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

E- Grading policy:

F- Available university services that support achievement in the course:

All of the following policies and requirements will be followed in all potential cases according to the university regulations and procedure

24. Required equipment:

PowerPoint
Handouts
Text books

25. References:

A- Required book (s), assigned reading and audio-visuals:
Lecture Notes (To be made available)

Recommended Web Sites

<http://www.ilo.org/global/lang--en/index.htm>

<http://www.hrmtoday.com/>

<http://www.shrm.org/pages/default.aspx>

Recommended References

Human Resource Management For the hospitality and tourism industries, by Dennis Nickson, 2007

Human Resources and Tourism, by Darren Lee-Ross, Josephine Pryce, 2010

B- Recommended books, materials, and media:

26. Additional information:

Name of Course Coordinator: Mamoon Allan Signature: Mamoon Allan Date: 4/12/2016

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: ----- -Signature: -----

Copy to:

Head of Department
Assistant Dean for Quality Assurance
Course File