

Chapter 13 Outline

The Mission of the Human Resources Division
Hiring the Best Employees
 Recruitment
 Selection
 Wages, Salaries, and Benefits
Retaining Employees
 The Turnover Problem
 Orientation
 Training and Development
 Career Development
 Employee Relations
 Relocation
 The Role of Discipline
Creating the Climate for Productivity
 Evaluating Employee Performance
Recordkeeping
Quality Assurance Programs
Human Resources Globally

Competencies

1. Describe the mission of the human resources division and how the division contributes to management functions within a hospitality organization. (pp. 321–322)
2. Describe the human resources division's responsibilities in relation to recruiting and selection processes. (pp. 323–328)
3. Describe the human resources division's responsibilities in relation to wage, salary, and benefits administration. (pp. 328–330)
4. Describe the problem of and costs associated with turnover. (pp. 330–332)
5. Identify components of a well-designed orientation program for newly hired employees. (pp. 332–333)
6. Describe the human resources division's responsibilities in relation to training and career development programs. (pp. 333–336)
7. Explain the role of the human resources division in employee relations, relocation, discipline, termination, and evaluation, and in record-keeping and quality assurance. (pp. 336–339)
8. Identify issues and challenges facing the human resources divisions of global hospitality companies. (pp. 339–342)