

Chapter 4 Outline

Diversity
 Lodging Industry Diversity Initiatives
 English-Only Requirements

Turnover
 The Cost of Turnover

Recruiting Employees
 The Pre-Recruitment Process
 Internal Recruiting
 External Recruiting

Recruitment Sources
 Internal Sources
 External Sources
 Creative Recruiting Tactics
 Online Recruiting
 Immigration Reform

Selecting Employees

Skills Training
 Prepare to Train
 Present
 Practice
 Follow Up

Scheduling
 The Staffing Guide
 Productivity Complications
 Developing Employee Work Schedules

Motivation
 What Is Motivation?
 Methods of Motivating Employees

Competencies

1. Explain why hotel housekeeping departments depend on effective diversity management. (pp. 109–114)
2. Describe several sources of potential employees including internal and external sources, creative recruiting tactics, and online sources. (pp. 114–126)
3. Explain how immigration reform affects the hospitality industry. (p. 126)
4. Describe the factors that should be taken into account when selecting employees. (pp. 126–127)
5. List the steps to skills training and what must be accomplished in each step. (pp. 127–146)
6. Describe the challenges involved in scheduling employees. (pp. 146–153)
7. Identify several methods of motivating employees. (pp. 153–161)