

<b>Level:</b> Bachelor			
<b>Course title:</b> : Human Resource Management in Tourism (T306)			
<b>Status:</b> obligatory			
<b>ECTS:</b> 6			
<b>Requirements:</b> none			
<b>Learning objectives</b> Acquiring knowledge of human resources management as a scientific discipline and practice. Students should understand modern methods of human resources management including methods of planning, recruitment, selection, development, motivation of employees and others. Human resources as strategic resources of contemporary organizations are particularly important in the service sector. Perception of the quality of service delivered depends on the emotional exchange between providers and customers, so the objective of this course is to introduce students to specific tasks of human resources management in tourism.			
<b>Learning outcomes</b> Students are trained to apply their knowledge in management of human resources, both in everyday practice and in scientific research.			
<b>Syllabus</b> <i>Theoretical instruction</i> Concept and importance of human resources management; Strategic human resources management; Basic activities of human resources management; Human resources planning; Recruitment and selection of human resources; Training; Development and motivation of employees; Importance of employee satisfaction in the quality of tourism services; Evaluation of work performance of the employees and the formation of reward systems, team work, leadership and building effective relationships between managers and associates; Trends in human resources management in the future.  <i>Practical instruction</i> Case studies analyses which allow students the practical application of theoretical knowledge in the field of human resources management and further training in scientific research. This approach allows students to think creatively and offer possible solutions to problems.			
<b>Weekly teaching load 5(75)</b>			<b>Other:</b> -
Lectures: 3	Exercises: 2	Other forms of teaching: -	Student research: -