

Type/Status : Core

Course Code : TCRM 32584

Title : Human Resource Planning

Learning Outcome:

At the end of this course unit students will be able to demonstrate a comprehensive understanding of the significance of Human Resource Planning and management in the tourism industry.

Course Content:

Examination of Human resource techniques and industrial relation practice in tourism including the hotel sub-sector, a study of human resource training and education at all levels.

Method of teaching and learning: Lectures, seminars, tutorials, assignments and field studies

Scheme of Assessment: End of Semester written examination, assignment, tutorials and presentations

Recommended Reading:

Baud-Bovy, M. (1982) "New Concepts in Planning for tourism and recreation", *Tourism Management* 3,4 pp 308-313

Baum, T. (1993) "Human resources in tourism: an introduction" in T. Baum (Ed.) *Human Resource Issues in International Tourism*, Butterworth-Hienmann, UK: 3-21

Gunn, C.A. (1988), *Tourism Planning, 2nd Ed.* Taylor and Francis, New York, USA.

Kandampully, Jay; Connie Mok; Beverly Sparks (Eds.) (2004) *Service Quality Management in Hospitality, Tourism and Leisure*, Jaico Publishing House, Mumbai.

UNDP/ILO (1992) *Manpower survey of the hospitality and tourism industries in Sri Lanka*, A project of the government of the Democratic Socialist Republic of Sri Lanka, United Nations Development Programme and the International Labour Organization, Colombo