COURSE OUTLINE: CUL204 - HOSP HUMAN RESOURCES

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Course Code: Title	CUL204: HOSPITALITY HUMAN RESOURCES
Program Number: Name	2078: CULINARY MANAGEMENT
Department:	CULINARY/HOSPITALITY
Academic Year:	2025-2026
Course Description:	This course provides an examination of effective human resource management in the hospitality and tourism industry as it relates to the achievement of organizational goals and strategic objectives of a business. Particular attention will be placed on the importance of workforce planning, recruitment, training, retention, performance management and employee relation strategies as it relates to employment legislation, workplace diversity, and health and safety. Students will also be given the opportunity to develop their own customized job search correspondence and participate in activities that help further develop communication and writing skills.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	HOS201
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2078 - CULINARY MANAGEMENT** VLO 4 ensure the safe operation of the kitchen and all aspects of food preparation to promote healthy work spaces, responsible kitchen management and efficient use of resources. VLO 6 apply business principles and recognized industry costing and control practices to food service operations to manage and promote a fiscally responsible operation. VLO 10 develop strategies for continuous personal and professional learning to ensure currency with and responsiveness to emerging culinary techniques, regulations, and practices in the food service industry. VLO 12 contribute to the business management of a variety of food and beverage operations to foster an engaging work environment that reflects service excellence.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 4 Apply a systematic approach to solve problems. EES 5 Use a variety of thinking skills to anticipate and solve problems.

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	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
	EES 10 Manage the use of time and other resources to complete projects.
	EES 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D A minimum program GPA of 2.0 or higher where program specific standards exist is required for
Books and Required Resources:	Human Resource Management by Ontario Ministry of Education https://openlibrary.ecampusontario.ca/item-details/#/573dfed3-c109-4abe-bcb8-efd9d06100ef?k

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Investigate the purpose and strategic importance of the human resource function in hospitality and tourism.	1.1 Analyze the roles and responsibilities of management positions in the hospitality and tourism sector. 1.2 Identify the competencies of an effective manager. 1.3 Review past and contemporary theories of management. 1.4 Discuss the importance of planning, goal setting and time management. 1.5 Outline the challenges of designing and implementing controls in the workplace. 1.6 Apply the tools, styles and ethics involved in the decision-making process.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
2. Analyze human resource strategies used to build a professional staff in the hospitality and tourism sector.	2.1 Identify and discuss management approaches to workforce planning, recruitment, selection, hiring and training of staff. 2.2 Determine applicable employment and health and safety legislation when addressing employee relation strategies. 2.3 Investigate behaviour that would constitute workplace harassment and discrimination and determine management`s legal and ethical responsibilities. 2.4 Evaluate methods of performance management. 2.5 Develop customized job search correspondence and personal interview skills. 2.6 Investigate workplace strategies to reduce stress and improve employee mental health.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Explore and investigate motivational theories and effective leadership strategies.	3.1 Define and explain traditional and contemporary theories of motivation. 3.2 Critique hospitality and tourism industry examples of motivational strategies. 3.3 Analyze the knowledge, skills and behaviour`s of effective

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	Course Outcome 4	Learning Objectives for Course Outcome 4
	leaders in hospitality and tourism.	
	4. Evaluate how to communicate and manage conflict in the hospitality and tourism environment.	4.1 Discuss important communication challenges and sources of conflict when dealing with workplace diversity. 4.2 Demonstrate the skills of effective communication using oral, written, electronic and non-verbal methods. 4.3 List and explain negotiation and conflict management techniques used by hospitality and tourism managers. 4.4 Critically evaluate components of an effective disciplinary process and the principles of employee termination.
	Course Outcome 5	**Learning Objectives for Course Outcome 5**
	5. Discuss Indigenous peoples and their importance of our history.	5.1 Discuss the history of first nation people and some customs. 5.2 Discuss the history of Metis people and some customs. 5.3 Discuss the history of Inuit people and some customs. 5.4 Discuss the benefits of hiring Indigenous people as managers and employees in the hospitality industry.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	25%
Test 1	25%
Test 2	25%
Test 3	25%

Date: July 8, 2025

Addendum: Please refer to the course outline addendum on the Learning Management System for further in