



РАНХиГС

РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА
И ГОСУДАРСТВЕННОЙ СЛУЖБЫ
ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ

HOTEL MANAGEMENT

MANAGING HUMAN RESOURCES

HR DEPARTMENT – BASIC FUNCTIONS

EMPLOYMENT

TRAINING

SCHEDULING

MOTIVATION

EVALUATING

EMPLOYEE
RELATIONS

COMPENSATIONS

LABOR
RELATIONS

SAFETY

MANAGING HUMAN RESOURCES EMPLOYMENT

STAFFING

RECRUITING

SELECTING

HIRING

MANAGING HUMAN RESOURCES EMPLOYMENT | STAFFING HOW MANY EMPLOYEES?

FORECASTING

SCHEDULING

EMPLOYEE
TURNOVER AND
ABSENTEISM

STAFFING



MANAGING HUMAN RESOURCES EMPLOYMENT | STAFFING

HOW MANY EMPLOYEES?

$$\text{Turnover Rate (\%)} = \frac{\text{Number of Replace Separations}}{\text{Average Number of employees}} \times 100$$

$$\text{Absenteeism Rate (\%)} = \frac{\text{Number of Work Days Lost}}{\text{Total No of Scheduled Workdays}} \times 100$$

MANAGING HUMAN RESOURCES

EMPLOYMENT | RECRUITING - SOURCES

INTERNAL

POSTING JOB OPENINGS

KEEPING A CALL-BACK LIST

EMPLOYEE REFFERAL
PROGRAMS

CROSS-TRAINING PROGRAMS

SUCCESSION PLANNING

EXTERNAL

EMPLOYMENT AGENCIES

ADVERTISING

HOTEL WEB, SOCIAL MEDIA

HOTEL HIRING HALL

COLLEGES, UNIVERSITIES

JOB CENTERS

NETWORKING

MANAGING HUMAN RESOURCES EMPLOYMENT | SELECTING WHAT KIND OF EMPLOYEES?

REVIEW OF APPLICATIONS

SCREENING & INTERVIEWING

VERIFICATION OF REFERENCES

EMPLOYMENT INTERVIEW



MANAGING HUMAN RESOURCES EMPLOYMENT | HIRING

MAKING AN OFFER

PREPARING OTHER
EMPLOYEES

PROCESSING PERSONNEL
RECORDS

ORIENTATION



MANAGING HUMAN RESOURCES EMPLOYMENT | HIRING | ORIENTING



HOTEL

BENEFITS

JOB

TEAM

WORKING CONDITIONS

RULES AND REGULATIONS

MANAGING HUMAN RESOURCES TRAINING

KNOWLEDGE OF
THE PROPERTY

TECHNICAL
SKILLS

EMPLOYEE
ATTITUDE

PERSONAL
DEVELOPMENT



MANAGING HUMAN RESOURCES

MOTIVATING



TRAINING

CROSS-TRAINING

RECOGNITION

COMMUNICATION

INCENTIVE PROGRAMS

PERFORMANCE APPRAISALS

