Course Information

Code:	**GES66029**	Course:	**MANAGING HOSPITALITY HUMAN RESOURCES**		
Coordination Area / Program:		**FAC. HTG HOTELERIA**			Mode: **A distancia**

Credits: **03**	Tipo de hora	Presencial	Virtual	H. Totales	Autonomous Learning Hours: **96**
	H.Teoria	0	48	48	
	H.Práctica	0	0	0	
	H.Laboratorio	0	0	0	

Period: **2024-02**	Start date and end of period: **del 19/08/2024 al 08/12/2024**

Career: **ADMINISTRACIÓN HOTELERA - ARTE CULINARIO - GESTIÓN E INNOVACIÓN EN GASTRONOMÍA**

Course Pre-requisites

Code	Course - Credits	Career
FC-AD-ADM FUNLIDERSO	FUNDAMENTOS DEL LIDERAZGO SOSTENIBLE	GEST-INNOV-GASTRON - ARTE CULINARIO
FC-ACL PRITECUL	PRINCIPIOS Y TÉCNICAS CULINARIAS	ADM. HOTELERA

Course Coordinators

Surname and First Name	Email	Contact Hour	Contact Site
MIRANDA AVILES, KAREM VIVIANA	KMIRANDAA@USIL.EDU.PE		

Instructors

You can check the timetables for each teacher in their INFOSIL in the **Classes Development Teachers** option **Teachers.**

Course Overview

Managing Hospitality Human Resources, is a course that belongs to the training area of specialty studies, is theoretical in nature and contributes to the development of the skills of Resource Management, Communication Skills in Services, Leadership and Teams, Leadership in the culinary field, Management and Gastronomic Technology and Bilingual Communication. The course includes the development of the following thematic axes: concepts for adequate management of people and equipment in lodging establishments; principles, tools and procedures of human resources management generating value for the company for its future development. Likewise, the course seeks to develop responsible, ethical and empathetic people, capable of proposing sustainable and innovative solutions that generate well-being for society. The creditable product of the course is a human resources plan for a company related to hospitality.

Professional and/or General Competencies

Career/Program	Acronym/Name of the Competition	Competition level	Expected learning
HOSPITALITY MANAGEMENT	CP3: Communication Skills in Services	N2 Demonstrates social skills and communication skills to issue public opinions to various interest groups of the company considering the social environment.	• Identifies communication skills for good management considering the nature of the interest groups. • Develops correct communication to achieve good leadership.
	CP4: Resource Management	N2 Applies specific knowledge of the design and equipment of service companies, with the aim of maximizing	• Diagnoses and executes knowledge for the

			resources that generate differential value in the market.	management of good operation of service companies.

		CP5: Leadership and Teams	N2 Apply human talent management principles and procedures that generate value for a service company considering the well-being of the community with ethics and social responsibility.	• Leads teams in multicultural environments and contexts in service companies.
CULINARY ARTS		CP2: Leadership in the culinary field	N3 Directs the food production department of the company where you work or the business you start, based on professional ethics and social responsibility.	• Recognizes the work areas of the gastronomic business and relates the appropriate tasks for each team member according to their analysis of their skills.
GASTRONOMY		CG2: Bilingual Communication	N3 Communicates effectively in English using the four linguistic skills - listening comprehension, reading comprehension, oral production and written production with sufficient fluency and naturalness for personal, academic and professional performance at an international level.	• Demonstrates sufficient grammatical and lexical linguistic range to develop clear descriptions, express points of view and develop arguments using complex sentence structures.
		CP1: Gastronomic Management and Technology	N3 Manages and evaluates through accounting, financial, marketing and technological tools to evaluate the feasibility of gastronomic projects, taking into account the different multicultural and dynamic environments.	• Uses accounting, financial and marketing tools in gastronomic projects and businesses. • Evaluates the feasibility of gastronomic projects, considering different multicultural and dynamic environments.

General Course Result	Unit Result
At the end of the course, the student designs the management plan for the development of individuals within an organization, considering concepts, principles, tools, and procedures, with ethics and responsibility.	1. Upon completing the unit, the student relates the principles, methods, and tools that allow managing people within the organization through planning, attraction, development, and personnel management using reliable sources of information, with responsibility.
	2. Upon completing the unit, the student designs the attraction strategy to support the organization's growth through principles, tools, and procedures of human resource management, creating value for the company's future development, with ethics and effectiveness

Development of activities		
Unit Result 1: *Upon completing the unit, the student relates the principles, methods, and tools that allow managing people within the organization through planning, attraction, development, and personnel management using reliable sources of information, with responsibility.*		
Session 1: *At the end of the session, the student understands the content of the syllabus and the development of the course, reliably assuming the development of the course through reliable sources of information, with responsibility.*		Semana 1 a 1
Learning Activities	**Contents**	**Evidence**
Know how the course will be developed based on its content, through the explanation of the syllabus and Final Project. Presentation of the students and	Introduction to the course: Review of the syllabus, expectations, focus of the final work. Behavior of Organizations and Organizational Culture.	Presentation Forum.

their expectations of the course, through an icebreaker activity.		
Session 2: *At the end of the session, the student explains human resources planning with information techniques, relating it to the Tourism Code of Ethics; responsibly.*		Semana 2 a 4
Learning Activities	**Contents**	**Evidence**
Know what human resource planning entails, through the analysis of the Frutimix case. Understand human resources management within companies through SWOT analysis. Incorporate the concept of strategic partner in human resources management through a debate. Integrate the concept of competencies and types within the competency model through videos. Analyze the competencies associated with the Tourism Code of Ethics through an in-class activity.	Human Resources Planning.	Task 1: Reading control of applied competencies in the Tourism Code of Ethics.
Session 3: *At the end of the session, the student relates the concepts of talent attraction, job description and profile, with rigor and collaborative work.*		Semana 5 a 7
Learning Activities	**Contents**	**Evidence**
Describe job profiles in the hotel, tourism, gastronomy, or culinary arts sector through the design of profiles and brainstorming.	Job Analysis: Job Description Analysis of skill information and identification of its applicability in the job description. Job Analysis: Job Profile.	Task 2: Job description. Forum 1: Integrating human talent management.
Unit Result 2: *Upon completing the unit, the student designs the attraction strategy to support the organization's growth through principles, tools, and procedures of human resource management, creating value for the company's future development, with ethics and effectiveness*		
Session 4: *At the end of the session, the student applies the concepts of attraction, recruitment and selection of personnel, with ethics and responsibility.*		Semana 8 a 10
Learning Activities	**Contents**	**Evidence**
Identify new sources of hiring in the workplace, through the review of publications. Design a recruitment strategy for positions through an analysis. Apply the concept and stages of the selection process through a group activity. Analyze the strategies in the personnel selection process through a debate.	Attraction and recruitment of personnel. Staff pick.	Task 3: Group activity in class to develop an attraction and recruitment process in a service company.
Session 5: *At the end of the session, the student integrates the tools linked to talent development, with a critical sense and effectiveness.*		Semana 11 a 13
Learning Activities	**Contents**	**Evidence**
Identify an induction strategy through a video. Analyze the diagnosis of training needs through training plans. Diagnose training needs through the search for information. Discuss a career plan for a position through organizational charts.	Induction and/or Socialization of Human Resources. Training of Human Resources. Organizational Climate. Career plan/Development plan. Performance Evaluation Tool.	Task 4: Preparation of the Induction or Training Proposal. Forum 2: About the Great Place to work conference
Session 6: *At the end of the session, the student develops talent management and its related processes, with responsibility and ethics.*		Semana 14 a 16
Learning Activities	**Contents**	**Evidence**

Analyze the legal aspects of safety and health at work and its implications, through cases. Integrate the concepts of remuneration, payments, discounts and compensation to employees in companies through a group activity. Validate the human resources management strategy, through the exhibition of the Final Project.	Job security Healthcare Contracting Process. Payrolls and Modalities	Final Project. Task 5: Exercises on hiring and remuneration and its application.

Methodology

The course will be developed based on the following methodologies: The course will be developed based on the following methodologies: Collaborative learning, Content learning, Participatory learning.
The indicated methodologies will be used for the development of the course in distance mode.

Assessment System

Each of the items of the evaluation scheme and the final grade of the course are rounded to whole numbers. The final grade of the course is the weighted average of the corresponding items: permanent evaluation, partial exam and final exam.

The averages calculated components of the item 'Permanent Evaluation' will keep your calculation with 2 decimals.

Type Evaluation	%Weighing	Observation	Week Assessment	Rezag.
Continuous Assessment	**60**%			
Foros	**50**%			
Foro 1	50%		Semana 5	No
Foro 2	50%		Semana 12	No
Tasks	**50**%			
Task 1	20%		Semana 4	No
Task 2	20%		Semana 7	No
Task 3	20%		Semana 10	No
Task 4	20%		Semana 13	No
Task 5	20%		Semana 15	No
Final Exam	**40**%	Producto acreditable.	Semana 16	No

Attendance Policy

Total Percentage Absences Permitted	30%

Class attendance is mandatory. The student who reaches or exceeds the limit of thirty percent (30%) of absences in the course, defined by the total of effective hours, will be disqualified from taking the final evaluation, corresponding to said evaluation with a grade of zero (0).

In hybrid classrooms, only synchronous virtual participation (via zoom) is allowed, up to a maximum of 50% of the total course.

Basic Required Reading

[1] Chiavenato, Idalberto (2017). *Administración de recursos humanos : el capital humano de las organizaciones /.* (10a ed., revisada y actualizada). McGraw-Hill,.

[2] Dessler, Gary (2011). *Administración de recursos humanos : enfoque latinoamericano /.* (5a ed.). Prentice-Hall,.

[3] Snell, Scott (2001). *Administración de recursos humanos /.* (12a ed.). Thomson Learning,.

References Supplementary

[1] Organización Mundial del Turismo (2001). *Código ético mundial para el turismo /.* OMT,.

Prepared by:	Approved by:	Validated by:
MIRANDA AVILES, KAREM VIVIANA /	ZUBIETA ZAMUDIO, SANDRA MERCEDES	Office of Curriculum Development
Date: 14/07/2024	Date: 19/07/2024	Date: 14/08/2024