



INTERNATIONAL
HOTEL SCHOOL
ONLINE

Human Resources Management Specialisation Package



ADMISSION REQUIREMENTS

You must be 16 years
or older.



DURATION

5-10 hours per week,
12-15 months



CERTIFICATION

AHLEI Human Resources Management
specialisation certificate and an
AHLEI award per module

Introduction

This course presents a systematic approach to human resources management in the hospitality industry. Students will analyse contemporary issues and practices in the field of human resources management. Areas covered include employee supervision, leadership and management, training and development of employees as well as managing technology in the hospitality industry.

What will I learn?

- Developing effective managerial skills, staff employment and training.
- Effective communication, time management techniques, manage conflict and change.
- Leadership and Management in the hospitality industry, including communication, high performance teams, diversity, managing organisational change, and strategic career planning.
- Learn how to develop, conduct, and evaluate one-on-one and group training, and how to implement effective instructional design techniques and processes.
- Basics of purchasing, implementing, maintaining, and managing a variety of technology systems used in hospitality.
- Systematic approach to human resources management in the hospitality industry.