

Human resource management: a guide to personnel practice in the hotel and catering industries.

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Human resource management: a guide to personnel practice in the hotel and catering industries.

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Abstract : The book examines closely the role of the manager in the hotel and catering industry, in particular the tasks of managing people and the cost of labour. I

unconventional approach in that it is concerned not only with the social psych aspects of human management, but also with the economics of labour. It is labour cost, labour utilization, labour market behaviour and pay are inseparable skills of human management, and this is particularly so in a labour-intensive book is in four parts and combines theory and practice throughout. Part One primarily on economics, gradually introducing the key features of the labour Two deals with people at work and relates the theories of behavioural science the industry. This forms the essential theoretical background for the following Personnel administration and labour utilization techniques are discussed in finally Part Four draws some of the core themes of the book together in a summary management at the corporate level.

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