



Human Resource Management for the Hospitality and Tourism Industries

Dennis Nickson

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Human Resource Management for the Hospitality and Tourism Industries 2nd Edition, takes an integrated look at HRM policies and practices in the tourism and hospitality industries. Utilising existing human resource management (HRM) theory and practice, it contextualises it to the tourism and hospitality industries by looking at the specific employment practices of these industries, such as how to manage tour reps or working in the airline industry.

It initially sets the scene with a broad review of the evidence of HRM practice within the tourism and hospitality industries. Having identified the broader picture, the text then begins to focus much more explicitly on a variety of HR policies and practices such as: recruitment and selection, legislation and equal opportunities, staff health and welfare and remuneration strategies in the industry.

This 2nd edition has been fully updated:

- with new legal information, data, statistics and examples
- new chapter looking at HRM policies and practice in Events
- new international examples of best practice for prescriptive teaching and discussion, and international case studies to exercise problem solving techniques and contextualise learning
- enhanced companion website for students and lecturers including: power point slides, student test bank, additional case studies and links to additional resources

Written in a user friendly style, each chapter includes chapter outlines and objectives, HRM in practice – boxed examples, reflective review questions, web links, discussion questions and further reading to aid understanding and test knowledge.

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