

26. The role of Human Resources in the organization, operation and management of a Hotel Business

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	<p>Roles/Responsibilities of the Human Resources Department</p> <ul style="list-style-type: none"> • Development of management skills • Hiring process • Training and staff development • Performance evaluation 	1
2	<p>Conflict Resolution and Crisis Management</p> <ul style="list-style-type: none"> • Conflict analysis and resolution • Crisis management • Dealing with dangerous situations (sexual harassment) 	1
3	<p>Creation Culture (vision, values, mission)</p> <p>Success Strategies (business planning, key performance indicators)</p> <p>Equal treatment and teamwork</p>	1
TOTAL		3