# Training course on Human Resources Management and Talent Acquisition in Hospitality

Professional Development Training Course Outline

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| **Category** | Tourism and hospitality | **Duration** | 10 Days |
| **Base Fee** | $3,000 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

Human Resources Hospitality, Hospitality HR Management, Talent Acquisition Hospitality, Workforce Planning Hotels, Recruitment Hospitality, Hotel HR Strategy, Employee Engagement Hospitality, Performance Management Hotels, Labor Laws Hospitality, Hospitality Compensation Benefits, Diversity Inclusion Hospitality, HR Technology Hotels, Employee Relations Hospitality, Hospitality Talent Development, Succession Planning Hospitality, Hotel Training Programs, Retention Strategies Hospitality, HR Analytics Hospitality, Hospitality Culture, Recruitment Technology HR.

## Programme Curriculum

**Training Course on Human Resources Management and Talent Acquisition in Hospitality**

**Introduction**

In the people-centric and service-intensive world of hospitality, **Human Resources Management and Talent Acquisition** are not merely administrative functions but strategic imperatives that directly impact guest satisfaction, operational efficiency, and ultimately, profitability. The success of any hotel, resort, restaurant, or tourism business hinges on its ability to attract, develop, motivate, and retain a high-performing and diverse workforce that consistently delivers exceptional guest experiences. Mastering this discipline involves far more than just hiring; it encompasses strategic workforce planning, effective recruitment strategies, comprehensive training and development, performance management, employee relations, and compliance with complex labor laws in a 24/7 environment. For HR professionals, operations managers, and general managers in hospitality, the ability to strategically manage human capital is paramount for fostering a positive work culture, reducing turnover, and ensuring the delivery of world-class service. Failure to implement effective HR and talent acquisition practices can lead to staffing shortages, low morale, inconsistent service quality, and significant legal liabilities.

**Training Course on Human Resources Management and Talent Acquisition in Hospitality** is meticulously designed to equip aspiring and current Human Resources professionals, operations managers, general managers, and HR business partners in the hospitality industry with the advanced theoretical insights and intensive practical tools necessary to excel in **Human Resources Management and Talent Acquisition in Hospitality**. We will delve into sophisticated methodologies for **workforce planning and talent forecasting**, master the intricacies of **attracting top talent in a competitive market**, and explore cutting-edge approaches to **onboarding, training, performance management, and employee engagement**. A significant focus will be placed on understanding diverse labor laws, fostering a positive organizational culture, managing employee relations, and leveraging HR technology for efficiency. Furthermore, the course will cover essential aspects of compensation and benefits, diversity and inclusion, and adapting to emerging HR trends. By integrating industry best practices, analyzing real-world HR challenges in hospitality, and engaging in hands-on scenario planning and policy development exercises, attendees will develop the strategic acumen to build a high-performing, engaged, and resilient workforce, fostering unparalleled **guest satisfaction** and securing their position as indispensable assets in the forefront of **hospitality human capital management**.

**Course Objectives**

Upon completion of this course, participants will be able to:

1. Analyze the fundamental principles and strategic importance of **Human Resources Management and Talent Acquisition in Hospitality**.
2. Master methodologies for **workforce planning, forecasting, and demand analysis** specific to the hospitality industry.
3. Develop effective strategies for **attracting and sourcing top talent** in a competitive labor market.
4. Implement robust **recruitment and selection processes** for diverse hospitality roles.
5. Formulate comprehensive **onboarding and orientation programs** that enhance employee retention.
6. Understand and apply principles of **performance management, appraisal, and feedback** in hospitality.
7. Develop strategies for **employee engagement, motivation, and retention** in a service-driven environment.
8. Comprehend **labor laws, regulations, and compliance requirements** relevant to hospitality HR.
9. Manage **employee relations, conflict resolution, and disciplinary actions** effectively.
10. Explore **compensation, benefits, and reward systems** in the hospitality sector.
11. Leverage **HR technology and analytics** for improved efficiency and decision-making.
12. Anticipate and adapt to **emerging HR trends** (e.g., gig economy, AI in HR, diversity & inclusion).
13. Position themselves as strategic HR leaders capable of building and maintaining a **high-performing hospitality workforce**.

**Target Audience**

This course is designed for professionals and aspiring individuals involved in HR and talent management in the hospitality industry:

1. **Human Resources Managers/Directors in Hospitality:** Seeking to enhance strategic HR capabilities.
2. **Operations Managers/General Managers:** Directly responsible for staffing and performance.
3. **Talent Acquisition Specialists:** Focusing on recruitment for hospitality roles.
4. **HR Business Partners in Hospitality:** Supporting various departments.
5. **Training and Development Managers:** Designing and delivering employee training.
6. **Compensation and Benefits Specialists:** In the hospitality sector.
7. **HR Assistants/Coordinators:** Aspiring to advanced HR roles.
8. **Hospitality & Tourism Students:** Focused on human capital management.

**Course Duration: 10 Days**

**Course Modules**

**Module 1: Strategic Human Resources in Hospitality**

- The Evolving Role of HR in the Hospitality Industry.
- Connecting HR Strategy to Business Objectives: Guest Satisfaction, Profitability.
- Understanding the Unique HR Challenges of a 24/7 Service Environment.
- Overview of Core HR Functions in Hospitality.
- Case Studies of HR Best Practices in Leading Hospitality Brands.

**Module 2: Workforce Planning and Talent Forecasting**

- Methodologies for Assessing Current and Future Workforce Needs.
- Forecasting Demand for Various Hospitality Roles (Seasonal, Event-Based, Full-Time).
- Skills Gap Analysis and Competency Mapping.
- Succession Planning for Key Leadership and Critical Roles.
- Utilizing Data for Workforce Planning Decisions.

**Module 3: Talent Acquisition Strategies**

- Developing a Comprehensive Talent Acquisition Plan for Hospitality.
- Employer Branding: Attracting Top Talent in a Competitive Market.
- Sourcing Strategies: Online Job Boards, Social Media, Referrals, Career Fairs.
- Utilizing Applicant Tracking Systems (ATS).
- Recruitment Marketing for Hospitality.

**Module 4: Recruitment and Selection Process**

- Designing Effective Job Descriptions for Hospitality Roles.
- Behavioral Interviewing Techniques.
- Conducting Background Checks and Reference Verifications.
- Fair and Unbiased Selection Processes.
- Making Effective Hiring Decisions.

**Module 5: Onboarding and Orientation**

- The Importance of a Structured Onboarding Program for Retention.
- Designing Engaging Orientation Programs for New Hires.
- Integrating New Employees into the Hospitality Culture.
- Providing Initial Training and Mentorship.
- Measuring Onboarding Effectiveness.

**Module 6: Training and Development**

- Identifying Training Needs in Hospitality Roles.
- Designing and Delivering Effective Training Programs (Service Skills, Product Knowledge, Compliance).
- Utilizing Blended Learning Approaches (Online, Classroom, On-the-Job).
- Measuring Training Effectiveness and ROI.
- Continuous Learning and Upskilling for Employee Growth.

**Module 7: Performance Management and Appraisal**

- Setting Clear Performance Expectations and Goals.
- Conducting Effective Performance Appraisals and Reviews.
- Providing Constructive Feedback and Coaching.
- Managing Underperformance and Addressing Performance Gaps.
- Linking Performance to Compensation and Career Development.

**Module 8: Employee Engagement, Motivation, and Retention**

- Understanding Drivers of Employee Engagement in Hospitality.
- Strategies for Fostering a Positive Work Culture.
- Recognition and Reward Programs.
- Career Pathing and Growth Opportunities.
- Reducing Employee Turnover in a High-Turnover Industry.

**Module 9: Compensation, Benefits, and Reward Systems**

- Designing Competitive Compensation Structures for Various Roles.
- Understanding Different Types of Employee Benefits (Health, Retirement, Perks).
- Incentive Programs and Bonuses.
- Compliance with Wage and Hour Laws.
- The Role of Rewards in Employee Motivation.

**Module 10: Employee Relations and Labor Laws**

- Managing Employee Grievances and Conflict Resolution.
- Disciplinary Action Procedures and Documentation.
- Understanding Key Labor Laws (e.g., FLSA, ADA, OSHA, EEOC).
- Harassment and Discrimination Prevention.
- Union Relations (if applicable).

**Module 11: Diversity, Equity, and Inclusion (DEI) in Hospitality**

- The Business Case for DEI in Hospitality.
- Strategies for Building a Diverse and Inclusive Workforce.
- Addressing Unconscious Bias in Hiring and Promotion.
- Creating an Inclusive Culture for All Employees.
- Measuring DEI Initiatives and Progress.

**Module 12: HR Technology and Emerging Trends**

- Overview of HRIS (Human Resources Information Systems) and HR Tech Tools.
- Utilizing HR Analytics for Data-Driven Decision-Making.
- The Impact of AI and Automation on HR Functions (Recruitment, Onboarding).
- Managing a Hybrid or Remote Workforce in Hospitality.
- Adapting to the Gig Economy and Flexible Work Arrangements.

**Training Methodology**

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.

- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

**Register as a group from 3 participants for a Discount**

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

**Certification**

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

**Tailor-Made Course**

We also offer tailor-made courses based on your needs.

**Key Notes**

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.
- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 04 Dec 2026 | Online | $2,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $3,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $6,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $6,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $9,000 |

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |
| **23 Nov 2026** | 04 Dec 2026 | Physical | $12,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

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