



Code-Course	063217 - Organization and human resources management in tourism companies		
Year	3º	Credits	6 cr ECTS
In-class hours	60 hours	Hours of individual work	90 hours
Thematic Area	Business Organization and Human Resources Management	Course Type	Compulsory Subject

## BRIEF COURSE DESCRIPTION

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This subject deals with the basic principles for planning in a tourism company incorporating the most current elements of the organization, coordination and supervision, in order to guarantee its sustainability and maximize the efficiency of the results by implementing a work culture based on quality and striving to achieve customer satisfaction as well as efficient team work.

In this sense, special attention is given to management of people as a strategic resource within a company and the need for proper planning of the work organization, recognizing the importance of all the processes that make up this organization: selection, compensation, training...

## BASIC SKILLS

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BS04 – Students must be able to transmit information, ideas, problems and solutions to both specialized and non-specialized audiences.

## GENERAL SKILLS

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GS02- Have business vision.

GS04- Have a commitment to ethics.

## SPECIFIC SKILLS

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SS07- Plan and manage human resources in tourism organizations.

SS15- Plan, organize, manage, and control different types of tourism organizations.

SS17- Understand and implement quality standards in the processes of tourism service.

## LEARNING METHODOLOGY

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# COURSE CONTENT

## Academic year 2020/2021

The learning methodologies planned for this subject contemplate different activities that contribute to develop the skills related to this course. Some of the learning activities that will be developed are the following:

- Lectures
- Case studies
- Discussions
- Practical exercises
- Problem-based learning

## ASSESSMENT SYSTEM

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The assessment system measures the student's achievement of learning outcomes regarding the subject's competences and contents.

Students may choose continuous assessment or single assessment:

**Continuous Assessment:** the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course and a final individual examination. Students must attend classes in order to be assessed by continuous assessment.

**Single Assessment:** for those students who cannot come to class regularly, they can choose to be assessed by single assessment. The teaching-learning process is assessed by means of the assessment of all activities and in-person individual examination at the end of the course.