

Course Title: **Holistic People Management for Hospitality and Tourism**

Course Code: **HOSP715**

Descriptor Start Date: **01/01/2026**

POINTS: **15.00**

LEVEL: **7**

PREREQUISITE/S: **None**

COREQUISITE/S: **None**

RESTRICTION/S: **None**

## LEARNING HOURS

Hours may include lectures, tutorials, online forums, laboratories. Refer to your timetable and course information in Canvas for detailed information.

**Total learning hours: 150**

## PRESCRIPTOR

The purpose of this course is to apply a Holistic hospitality and tourism management (HHRM) model that moves beyond the traditional cost based limited view of an organization's human resources (HR). Students will evaluate how the principles and practices of a sustainable HRM approach create a hospitable and inclusive organisational culture. Students will create a sustainable HRM plan to lead, engage and develop people within a competitive hospitality environment, where six external and internal dimensions are dynamically balanced.

## LEARNING OUTCOMES

1. Critically evaluate traditional models of HRM versus sustainable HRM models for hospitality, tourism and events
2. Analyse the social, cultural, environmental and economic impact of approaches to sustainable HRM for the employee and the organisation, and the inherent paradoxes.
3. Explain best practice for planning and resourcing for people in an organisation
4. Apply an innovative approach to leading and managing people in an organisation
5. Design a contemporary succession and development plan to meet the needs of the organisation and its people.
6. Communicate ideas coherently and effectively.

**Disclaimer: Course descriptors may be amended between teaching periods/semesters**

## CONTENT

Topics may include:

- Benefits and pitfalls of traditional capability reproduction management HRM models – how hospitality and tourism organisations are challenging the status quo.
- Green washing or genuine? Corporate social responsibility and triple bottom line approaches.
- A holistic model of people management for hospitality management.
- Non-traditional labour markets for hospitality and tourism – towards a model for inclusive and empowering hospitality work.
- A green approach to finding passionate people.
- Planning for leading, developing and sustaining employees.
- The community host/ guest/organisation/employee nexus.
- The people are the brand - communicating and sharing the vision.
- Analyzing roles and remits for a sustainable organization.
- Planning for engagement and succession.
- Dimensions of employee partnership, protection and participation.
- The cost /benefit ratio of sustainability; planning for the good and bad ratios.
- Legal matters; when relations ships break down.
- The future of holistic people management for the hospitality and tourism industries.

## LEARNING & TEACHING STRATEGIES

An appropriate range of strategies that may include lectures, workshops and online learning.

## ASSESSMENT PLAN

Assessment Event	Weighting %	Learning Outcomes
Elevator pitch	20.00	1,2,6
In-class writing assessment	30.00	2,3,4,5,6
Case study report	50.00	2,3,4,5,6

### Grade Map

#### MAP1

A+ A A- Pass with Distinction  
B+ B B- Pass with Merit  
C+ C C- Pass  
D Fail

### Overall requirement/s to pass the course:

Obtain a final minimum mark of C– overall in the course.

## LEARNING RESOURCES

Details of all learning resources (including journals, databases, websites etc.) are available on Canvas.

**For further information, contact:** Te Ara Kete Aronui - Faculty of Culture & Society

**Principal Programme:** AK3708, Bachelor of International Hospitality Management

**Related Programme/s:** AK3704,AK3004,AK1230,AK1024

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