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## Human Resource Management in Hospitality

By Malay Biswas

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Human Resource Management (HRM) has increasingly come to be utilised as the framework within which unfolding developments in the world of work are interpreted. However, as a theory, HRM has its roots firmly entrenched within a manufacturing paradigm. In addition, the vast majority of the empirical testing of HRM has been conducted within manufacturing organisations. Human Resource Management is a critical and crucial component or function in any organization and more so, for organizations in the hospitality sector which thrive on the customer service and other people related services as part of its USP or Unique Selling Proposition. Indeed, it can be said that HRM is the key function in the hospitality sector considering that firms such as Hotels, Tour and Travel Operators, Restaurants, and Holiday Resorts all depend on their employees as sources of distinctive competitive advantage. Thus, HRM in the Hospitality Sector has to be practiced well in order to ask successful hospitality managers working at all levels of the industry to identify their most daunting tasks, however, and you will find that these tasks relate to people management. In every segment of the hospitality industry, finding, training, and retaining outstanding staff members are always challenging tasks, but every manager must master them. To help meet the challenges of teaching professional HR management, Human Resources Management in the Hospitality Industry has been painstakingly developed. As the text's authors, we are especially pleased with the result and believe it will be well received by instructors, students, and those industry practitioners who are in the trenches of day-to-day hospitality operations. Furthermore, human resources are usually the first point of contact between an enterprise and its customers. The effective management of these human resources is therefore vital to the success of the enterprise. Key words: hospitality, motivation, growth, personnel, incentives. Discover the world's research. 17+ million members. 135+ million publications. 700k+ research projects. Join for free. Public Full-text 1. For these reasons, Human Resources Management in the Hospitality Industry remains a vital text for all who aspire to a leadership role within the sector. As the industry's professional body, the Institute of Hospitality's prime objects are: the promotion of best practice and the advancement of education in hospitality management. This is why I am delighted to see these twin missions so amply supported in this latest edition, and the authors are to be congratulated on maintaining the freshness, relevance and breadth of coverage in a book that should be a key component in the skills armoury of a