



Human Resource Management in the Hospitality and Tourism Industry

Michael Riley

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This fully updated and expanded second edition of Human Resource Management examines the role of human resource management in the hospitality and tourism industry. The subject is approached from four perspectives: * the social psychology of managing people * the economics of labour * the practical techniques * strategy.

The author argues that labour costs, labour utilisation, labour market behaviour and pay are inseparable from the skills of managing people. The book contains an important analysis of the labour market for this industry and now, in its second edition includes, among others, chapters on attitude measurement, customer-employee relations, questionnaire design and organizational change.

Human Resource Management in the Hospitality and Tourism Industry is written in a clear, user-friendly style and offers a challenging view of the subject and an opportunity to learn an important aspect of management in an applied context. It is appropriate for degree level students and practitioners in the industry.

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