

# Included in this Handbook

The company profiles presented in the handbook explain how some of the best customer-driven industry leaders in the region have developed good human resource (HR) practices within their businesses.

## HR Topic Sections 1-7

The seven human resource topics examined in this handbook are:

1. Recruitment, screening and hiring
2. Employee orientation, training and professional development
3. Building a performance culture
4. Management and leadership styles
5. Rewards, recognition and benefits
6. Job mobility and career development
7. Performance planning and employee evaluation

## Discussion Questions

- Located at the end of each section are a number of questions specifically designed to stimulate discussion when you use this handbook in your staff and management meetings. They can help initiate an exchange of views among colleagues and assist in strengthening your own company's HR policies.
- These questions are also designed to be of use to tourism/hospitality educators. They can be set as written assignments for individual students or asked to prompt group discussions.