



# Human Resource Management in the Hospitality and Tourism Industry

By Michael Riley

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**Human Resource Management in the Hospitality and Tourism Industry** By Michael Riley

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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### **Editorial Review**

#### About the Author

Professor Riley is a specialist in labour market studies and Human Resource Management in Service Industries. Educated at Sussex and Essex Universities, he has written extensively on labour matters in the Tourism and Hospitality Industry. Before entering academic life he held senior appointments in industry. His research interests include labour productivity and the qualitative aspects of labour supply.

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