



Human Resources Management in the Hospitality Industry (In Arabic) (Arabic Edition)

Dr. Alaa Gado Kana

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Human resources management is one of the most significant, effective, and required operations for the success of business organizations generally, and hospitality organizations specifically in long and short terms. Human resources management is very valuable, if we take the continuous, serious global competition into consideration. Specialists argue that all organizations now-a-days need creative workers, maintain, manage, and train its human resources continuously, and increase their efficiency in order to compete in the global competition. The ability of recruiting and maintaining skills regards the improving of productivity has become a priority in the business field. According to several studies, organizations that have unique and effective system in human resources management are superior in organizing and productivity, unlike other organizations that do not have that feature. Hospitality industry is one of the major industries in the world, and there is no substitute for it that involves direct contact, which means a direct relation between the guest and the employee. Effective managers in hospitality industry realize that a dissatisfied employee often makes a dissatisfied guest. Therefore, managements aim to increase the job satisfaction of their employees through increasing equal and fair compensation, thus there will be a positive reflection in the quality of serving the guests and customers through employees' performance. The idea of this book came to provide the Arabic library with this humble effort, and also as contribution in the human resources management field generally, and hospitality industry specifically. To achieve the goals of this book, it has been divided into sixteen chapters. Those chapters include several topics such as, the industry characteristics, human resource planning, recruiting and attracting employees, selection and hiring, orientation, training, motivation, compensation and fringe benefits, performance appraisal, productivity, employee's Turnover, empowerment, appearance guidelines, rules of conduct, and most challenging issues in managing human resources in hospitality industry. The author hopes that he succeeded in writing this book. He also hopes it can be used as a beneficial source for students, and managers and employees in this field in Middle East. In addition, this book can be a useful textbook for hospitality and tourism departments in colleges and institutions.

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