

**J. Sargeant Reynolds Community College**  
**Course Content Summary**

**Course Prefix and Number:** HRI 242

**Credits:** 3

**Course Title:** Training and Development for the Hospitality Industry

**Course Description:** Provides a thorough look at training by addressing how to assess and analyze the training needs of new and established hospitality operations; look upon training and development as an investment; use training tools and techniques; train with technology; measure and evaluate training; and use different training techniques when training employees, supervisors, and managers. Lecture 3 hours per week.

**General Course Purpose:** This course studies the training component of restaurant and lodging operations and identifies programming needed to improve the training investment in human resources and maximize operational results and customer satisfaction.

**Course Prerequisites and Co-requisites:**

None

**Student Learning Outcomes:**

Upon completing the course, the student will be able to

- a. Evaluate the training needs in various hospitality settings;
- b. Support and contribute to the training and development activities of a restaurant or lodging property;
- c. Assess the effectiveness of training and development activities; and
- d. Describe the effects that factors such as the work force, strategic planning, and technology have had on the hospitality training industry.

**Major Topics to Be Included:**

- a. Principles of adult learning
- b. Cost-benefit analyses for training and development activities
- c. Identification of training and development needs for hospitality organizations
- d. Training materials and programs and the design process
- e. Training exercises
- f. Technology-based training
- g. Measurement, evaluation, and criteria that training directors use to validate training activities
- h. Training departmental trainers
- i. General orientations, departmental/specific job orientations, and socialization processes
- j. Training methods
- k. Hospitality mentoring and its role in hospitality training
- l. Continuing education resources available to complement hospitality industry training and organizational change
- m. Executive education programs for hospitality leadership development
- n. Outsourcing training and development

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