Hospitality Business Strategy

**Human Resources, COVID-19, and the Hospitality Industry**

**Professional Recommendation**

Criteria: Paper/discussion - approximately 2 pages, Ariel 11, double spaced (25 pts.)

Annotated bibliography – minimum of 6 resources/references, length as necessary (25 pts.)

**Preface**

Strategic human resources/human resources play an important role in establishing and implementing an organization’s policies, practices and resources necessary to ensure the health, safety, and well being of its employees and its customers/clients/guests. Amid the COVID-19 (coronavirus) pandemic, the hospitality industry is particularly vulnerable to impact from responses (and reactions) to the virus worldwide. Therefore, the role of strategic human resources is critical to any hospitality organization’s ability to sustain during this period of uncertainty. You don’t have to look far to find news sources (real or fake), social media posts (reliable or unreliable), etc.; factual dialogue v. false narratives are all around us. How do we make sense of it all? Where do we look to find accurate, useful, practical information and advice?

Human resource professionals often turn to their professional society, the Society for Human Resource Management, for timely information and guidance. (We’ve referred to this in class). Below, I provide several links published in the Society for Human Resource Management’s newsletter. I also have provided .pdf versions of some articles provided by the Society. These sources (links and articles) address concerns, challenges, and best practices related to HR and COVID-19.

The purpose of this assignment is to engage our thoughts in this historical moment within the context of Human Resources, COVID-19, and the Hospitality Industry. Please read on for assignment details. I look forward to reading your papers.

**Instructions**

Please review the links below and articles provided In D2L: HB 489 – Content – Module: HR, COVID-19 and Hospitality. In addition to these articles, research additional resources/reference for inclusion in your paper. Your paper should include a minimum 6 resources/references. A minimum of three (3) resources/references must come from you own research.

Your paper should synthesize information in the articles you review (those provided AND those you research) and address such questions as: What is the impact of COVID-19 (coronavirus) on the hospitality industry? What are some examples of specific hospitality companies or industry segments (hotels, restaurants, industry segments, etc.)? How have they responded? What do they anticipate and/or what are their plans moving forward? What does the Society for Human Resource Management recommend? What would YOU recommend as an HR professional to your hospitality company (be clear about what type of company, i.e., hotel, restaurant; cruise line; casino; etc.)? For example, what workplace issues have presented related to COVID-19? What immediate steps should HR take to address these concerns? Give specific examples. What would YOU recommend as an HR professional to your hospitality company moving forward (think critically; think strategically)? What long-term “best practices” or

“solutions” would you recommend? Explain how your recommendations provide HR value to your company. Be specific.

DO **CITE YOUR SOURCES IN YOUR TEXT** AND **INCLUDE AN ANNOTATED BIBLIOGRAPHY** per instructions above.

*What is an annotated bibliography*? you ask.

An **annotated bibliography** includes a **summary…**of each of the sources [listed in your bibliography.]

**Summarize the source**: What are the main arguments? What is the point of this book or article? What topics are covered? If someone asked what this article/book is about, what would you say? The length of your annotations will determine how detailed your summary is.

**Sample annotated bibliography entries** may be found at:

<https://owl.purdue.edu/owl/general_writing/common_writing_assignments/annotated_bibliographies/annotated_bibliography_samples.html>

**Society for Human Resource Management (SHRM) links:**

**Coronavirus Questions**

<https://www.shrm.org/hr-today/news/hr-news/Pages/coronavirus-faqs.aspx?utm_source=marketo&utm_medium=email&utm_campaign=editorial~HR%20Daily~NL_2020-3-12_HR-Daily&linktext=Answers-to-the-Most-Common-Coronavirus-Questions&mkt_tok=eyJpIjoiWXpnelpETTVNV05pTXpreCIsInQiOiJqN2xGMXU2VlwvbTQyVUNvdHBqXC80dnk2ems5MURaUEdocHczUTZEMHV2a1hhNkxhNENadkEwakNqOExEVG1XdFZoMVZzVU04cWh5S1Ewc3E2RlVPSUdnUGdYc3FuQ3F5RjlVYUh3WTJ3NHRvTnp1U2VkUWlSM1lXSEVNYWVzSWJMIn0%3D>

**Coronavirus: How Employers Around the Globe Are Responding**

<https://www.shrm.org/hr-today/news/hr-news/Pages/Coronavirus-How-Employers-Around-the-Globe-Are-Responding.aspx?utm_source=marketo&utm_medium=email&utm_campaign=editorial~HR%20Daily~NL_2020-3-12_HR-Daily&linktext=Coronavirus-How-Employers-Around-the-Globe-Are-Responding&mkt_tok=eyJpIjoiWXpnelpETTVNV05pTXpreCIsInQiOiJqN2xGMXU2VlwvbTQyVUNvdHBqXC80dnk2ems5MURaUEdocHczUTZEMHV2a1hhNkxhNENadkEwakNqOExEVG1XdFZoMVZzVU04cWh5S1Ewc3E2RlVPSUdnUGdYc3FuQ3F5RjlVYUh3WTJ3NHRvTnp1U2VkUWlSM1lXSEVNYWVzSWJMIn0%3D>

**Cleaning Up After a Coronavirus Exposure**

<https://www.shrm.org/ResourcesAndTools/hr-topics/employee-relations/Pages/Cleaning-Up-After-a-Coronavirus-Exposure.aspx?utm_source=marketo&utm_medium=email&utm_campaign=editorial~HR%20Daily~NL_2020-3-12_HR-Daily&linktext=Cleaning-Up-After-a-Coronavirus-Exposure&mkt_tok=eyJpIjoiWXpnelpETTVNV05pTXpreCIsInQiOiJqN2xGMXU2VlwvbTQyVUNvdHBqXC80dnk2ems5MURaUEdocHczUTZEMHV2a1hhNkxhNENadkEwakNqOExEVG1XdFZoMVZzVU04cWh5S1Ewc3E2RlVPSUdnUGdYc3FuQ3F5RjlVYUh3WTJ3NHRvTnp1U2VkUWlSM1lXSEVNYWVzSWJMIn0%3D>