

EMPLOYEE RELATIONSHIP MANAGEMENT IN PARK HYATT BEIJING

Yuepu ZHOU, 310257, Master of Business Administration in Hospitality Management

AIM

The aim of this research is to find out the problems of the Park Hyatt Beijing in employee relationship management, and propose solutions.

OBJECTIVES

- O1: To identify the possible deficiencies of the hotel employee relationship management.
- O2: To explore an optimization program to improve the relationship between employees.
- O3: To examine factors which affect staff engagement in the specific hotel.



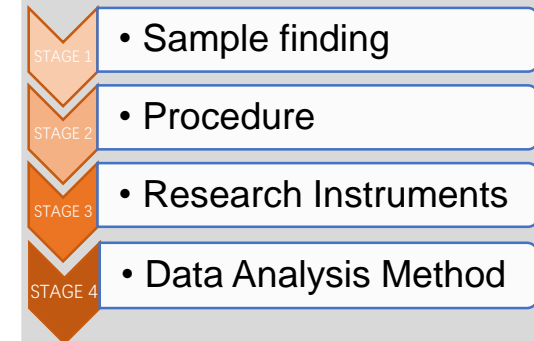
LITERATURE REVIEW

The employee relations in the hospitality industry are often described as "desolation houses" (Hall, 2009). Chris Brewster defines that employee relationships for staffs and organizations, managers As well as the relationship between the organization and relevant government agencies, the key to improving employee relations is how managers can achieve normal organizational management by combining labor relations and corporate goals. (Brewster et al., n.d.)



Long-term work in the hotel industry is very typical. Many employees think that their working hours are normal, and few people will ask this practice. Recently, this issue has become the focus of attention (Doherty, 2004).

METHODOLOGY



ANTICIPATED FINDINGS

It is hoped that through this topic, the staff of the hotel industry can invest this manpower, material resources, and financial resources in this aspect of employee relationship management, thereby increasing the competitiveness of the hotel in the market and clarifying the direction of future management.