The Impact of Employment Strategies in Hotels and Resorts. Edition No. 1

Description: Ultimately this thesis argues that hotels and resorts need to move from using awards to using collectively negotiated enterprise agreements given the need to address the "turnover culture" identified, especially in a time of tight labour and skill markets and when a new generation of employees, such as Generation Y, demands employment relations and human resource strategies that are attractive and offer portable skill recognition and training. It is argued collectively negotiated employment agreements are particularly relevant to delivering this and also given that the new legislation introduced by the freshly elected Labor Government in early 2008 aims to encourage employers to realise that collective enterprise agreements can give them an instrument that is a vital tool for improving perceived service quality by retaining human capital.


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