

Hr At Your Service: Lessons From Benchmark Service Organizations - , Robert C. Ford

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Focusing on the day-to-day delivery of quality service that can drive a successful partnership between the Human Resources (HR) department and the rest of the company, this handbook demonstrates how HR managers can and must ensure that their teams develop the ability to anticipate and attend to the needs, wants, and expectations of managers and their employees. As it provides practical tools and guidance on building world-class HR departments, this guide aids HR leaders to plan for future client needs, conduct internal audits, and hire as well as reward customer-centric individuals. Lessons learned from thriving businesses, such as Walt Disney Co., Marriott International Inc., and Dardens restaurants, are also applied and explained in the HR context. Author: Latham, Gary P. Author: Ford, Robert C. Publisher: Society for Human Resource Management Illustration: N Language: ENG Title: HR at Your Service: Lessons from Benchmark Service Organizations Pages: 00220 (Encrypted EPUB) On Sale: 2012-04-01 SKU-13/ISBN: 9781586442477 Category: Business & Economics : Management - General

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