

Tourism Sector HR & Operations

Proposal

Customizable HR, Recruitment
& Training Solutions for the
Tourism & Hospitality Industry



About OUTSOURCY

A leading end-to-end HR solutions provider with a proven track record of delivering high-quality HR Outsourcing Services to various industries.

OUTSOURCY helps businesses employ global talent, run payroll, and manage distributed teams compliantly in 15+ countries.

Industry certified and award winning



GPA



10+

Years of Experience in HR

430+

Customers in 9 countries

7+

Nationalities

6+

Currency payments

15+

Countries

14K+

**Employee payroll is
being processed**

Introduction

The tourism and hospitality industry thrives on people. The consultants who sell experiences, the tour guides who bring destinations to life, and the staff who ensure guests feel welcomed, safe, and valued. But managing a high-performing workforce in a seasonal, fast-paced, and service-driven environment is challenging.

At **Outsourcy**, we support hotels, resorts, travel agencies, tour operators, airlines, and hospitality groups in building a strong, reliable, and well-trained workforce. With **domain experts from the tourism sector** and a specialized **HR operations team**, we deliver tailored solutions that enhance workforce quality, reduce turnover, and streamline your daily operations.

Our Tourism HR Package (Fully Customizable)

You can choose individual services or combine everything into one tailored package depending on your needs.

Our offering consists of **two main pillars**:

- HR Operations & Organizational Development for Tourism
- Recruitment & Talent Acquisition for Tourism

HR Operations & Organizational Development for Tourism

We manage your workforce from the moment an employee joins to the moment they leave ensuring structure, compliance, and a smooth experience for both management and staff.

1. Comprehensive HR Solutions

1.1 Employee Records Management

Tourism companies manage dynamic, fast-changing teams. We ensure full compliance and smooth documentation by handling:

- Digital employee records
- Employment contract drafting & review
- Tax & labor law compliance
- Social insurance & medical insurance arrangements

1.2 Personnel Management

We handle the full employee lifecycle so your management team can focus on operations and guest experience.

Includes:

- Complete onboarding & offboarding processes
- Attendance tracking and shift management
- Leave management
- Hiring documentation
- Social insurance, medical insurance, and tax reconciliation
- HR process governance for tourism teams

1.3 People Advisory (Tourism-Focused HR Guidance)

We support you throughout:

- Conflict resolution
- Disciplinary actions
- Organizational restructuring
- Consultation on labor law, HR policies & employee relations
- Internal culture alignment for tourism service standards

2. Employee Journey Management

1- Onboarding (Peak Season Ready)

- Paperwork & contracts handled professionally
- Job role clarity
- Briefing on service culture
- Department-level introductions
- Tourism-specific expectations

2- Daily HR Operations

- Attendance & shift changes
- Leave approvals
- Employee records
- Tracking KPIs and performance metrics
- Ongoing HR support

3- Offboarding

- Professional exit process
- Legal compliance
- Final settlements
- Clear exit documentation

Added Operational Services for Tourism

Job Descriptions & KPIs for Tourism Roles

We define clear, fair, and role-specific structures for:

- Travel consultants
- Reservation agents
- Customer service teams
- Tour guides
- Guest relations
- Sales teams
- Operations coordinators

Team Building Activities

- Internal & external activities designed to:
- Improve team communication
- Strengthen collaboration during peak seasons
- Boost morale
- Align departments under one culture

Customized Training Programs

- Guest communication & handling
- Cultural awareness & etiquette
- Handling complaints
- Sales & upselling for travel consultants
- Tour guide communication
- Emergency response basics

Recruitment & Talent Acquisition for Tourism

We specialize in hiring **tourism-specific roles**, especially positions where skill, personality, and language proficiency directly impact guest experience.

1. Tourism-Focused Recruitment Solutions

1.1 Advanced Candidate Matching

Using automated AI algorithms + human expertise, we match candidates who fit:

- Tourism industry workflows
- Guest service expectations
- Seasonal demand patterns
- Required language proficiency
- Sales & upselling abilities (for consultants)

1.2 Comprehensive Assessment

We evaluate:

- Skills
- Personality
- Cultural fit
- Tourism sector experience
- Language fluency
- Client-handling style

This ensures you hire staff who can perform **from day one**.

1.3 Top Quality Candidates

We provide talent that has passed:

- In-depth interviews
- Reference checks
- Language & skill testing
- On-the-job follow-up

Ideal for:

- Travel consultants (sales)
- Multilingual tour guides
- Guest relations roles
- Reservation agents
- Tourism coordinators
- Front-line staff
- Supervisors & mid-level managers

1.4 Cost & Time Effective

- Non-managerial hiring: **7–10 business days**
- Managerial hiring: **15–20 business days**
- Competitive rates
- Faster placement during peak season

2. Executive Search for Tourism

Leadership

We support recruitment for roles such as:

- Head of Operations
- Sales Manager
- Tourism Product Manager
- Guest Experience Manager
- Branch/Agency Managers

3. Tailored Talent Pipelines

For companies needing:

- Seasonal staff
- Large-volume hiring
- Bilingual/multilingual teams
- Specialized tour guides

We build pipelines based on:

- Specific languages
- Required certifications
- Tourism sector experience
- Destination/itinerary knowledge

Value-Added Recruitment Services

Data-Driven Insights

Monthly reports on:

- Hiring performance
- Workforce quality
- Market talent availability

Personalized Account Management

One dedicated account manager to track progress, give updates, and coordinate placements.

Risk – Free Recruitment

We offer **one free replacement** for any resigned or terminated candidate within the **first 3 months**.

This reduces risk and ensures peace of mind.

Industry Expertise

Our team includes sector-specific specialists with niche expertise in Tourism industries.

Our Recruitment Process

Preparing

Define role, requirements,
KPIs and timeline



Assessing & Interviewing

Skills, personality, and
cultural fit testing



Attracting

Source candidates across
niche channels



Hiring

Offer, onboarding, and
3-month guarantee



How We Add Value To Your Tourism Business

✓ We understand tourism

Many HR partners don't understand the tourism sector. We do!

Our team includes professionals with real experience in:

- Travel agencies
- Tour operations
- Hospitality management
- Guest services
- Tourism sales
- Customer experience



✓ We fix your internal structure so your team can perform

Tourism companies often struggle with:

- Undefined roles
- Weak KPIs
- Incorrect hiring
- High turnover
- Stress during peak seasons

We build the HR system that prevents these problems.

✓ We ensure your staff are ready for seasonal demand

Through training, onboarding, and performance monitoring.

✓ We save you time and reduce hiring mistakes

Our AI tools + tourism expertise = faster and more accurate placements.

✓ We offer flexible, modular packages

Only take what you need or get the full HR & Recruitment package.



Ready to Build a Stronger Team?

We help tourism companies operate smoothly, hire confidently, and deliver exceptional guest experiences.

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Let's build your team for the season and beyond!

