Stephen F. Austin State University  
School of Human Sciences  
HMS 485.001: MANAGEMENT OF THE DIVERSE HOSPITALITY WORKFORCE  
Spring 2018

Instructor: Dr. Gina Fe G. Causin  
Office: 106A HMSN  
Office Phone: (936) 468-1411  
Other Contact Information: 4502  
Office Hours: M: 12:00-1:30 pm; TR: 2:00-4:00 pm  
Credits: 3 credit hours

Course Time & Location: TR: 4:00-5:15 pm; 127 EDAN  
Office: 106A HMSN  
Office Phone: (936) 468-1411  
Credits: 3 credit hours  
Email: causingf@sfasu.edu via D2L (preferred)

Office Hours:

Prerequisites:

I. Course Description:

The course will explore the legal implications of operating a hospitality business with emphasis on the human resource interaction among supervisors, employees, guests, and owners. Additional materials will be used to present methodologies for recruitment, selection, orientation, training, disciplining, and discharging employees.

II. Intended Learning Outcomes/Goals/Objectives (Program/Student Learning Outcomes):

The mission of the College of Education is to prepare competent, successful, caring and enthusiastic professionals dedicated to responsible service, leadership, and continued professional and intellectual development. The goals of this course support the goals of the COE by:

- Preparing leaders in the hospitality and tourism field. As one of the largest industries in Texas, the hospitality industry needs competent and skilled leaders. The students will become familiar with the different aspects of the hospitality in the course.

- Provide a variety of teaching venues incorporating the latest technologies to a range of diverse student interests, backgrounds, and aspirations. Students will be exposed to online resources such NBC Learn, webinars and others that are relevant to the course.

- Collaborate with external partners to enhance students’ knowledge, skills, and dispositions, and to influence the ongoing exchange of ideas for mutual benefit. Outside resources will be utilized to enhance the curriculum of this course through the utilization of guest speakers.

- Engage in outreach services. Each student will have an opportunity to contribute to the hospitality field through service learning component activities. Activities can be events around town and/or university where students are to work three 2-hour shifts to fulfill the requirements.

- Conduct research to advance knowledge and to contribute to the common good. This will be done through case studies, research and reflection papers.
Hospitality Administration Program Learning Outcomes

PLO 1 – Resource Development: The students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.

PLO 2 – Professional Behavior: The students will exhibit the professional behavior (strong communication skills, a professional image, a good work ethic, and adequate preparation for employment in his/her specific discipline) expected in the field of Human Sciences and Hospitality.

PLO 3 – Key Ratios: The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.

PLO 4 – Service Attitude: The student will demonstrate a positive service attitude.

Student Learning Outcomes

At the completion of this course, students will be able to:

1) Differentiate among different types of HR laws.
2) Identify types of illegal discrimination in admission and service.
3) Identify types of illegal discrimination in employment.
4) Identify sexual harassment in the workplace.
5) Recognize how the law creates partnerships with multiple constituencies.
6) Apply knowledge from legal aspects to issues of consumerism to enable community wellness.
7) Recognize items of discrimination that are legal.
8) Identify the elements of a contract.
9) Differentiate among numerous cuties owed guests and patrons and establish a policy of reasonable care for guests and patrons.
10) Establish a policy that will protect a guest’s property.
11) Recognize, respect, and value individual and societal diversity.
12) Recognize standards for ethical professional practice.
13) Recognize what rights shop holders, innkeepers, guests, and patrons have among each other.
14) Recognize the unique responsibility that tavern operators have related to alcohol service.
15) Understand legal impact related to workplace and service diversity.
16) Understand that law is a moving and morphing profession necessitating continuous reinforcement.

III. Course Assignments, Activities, Instructional Strategies, use of Technology:

Course Participation
It is the student's responsibility to keep up with assignments, application exercise, in-class activities and online readings for the class.

Instructional Strategies:
The approach for this course is to set the climate for strategic human resources in the hospitality industry using different pedagogical delivery tools and materials. The textbook covers the traditional human resource functions from the perspective of this climate, and present the skills needed by hospitality managers to implement an effective human resource program. Assignments and in-class activities are relevant hands-on learning methods that will be incorporated for course delivery and assessment.

Four exams will be conducted and will cover the class lectures and the readings. Developing an Employee Handbook will be required for this course. This project will necessitate a written employee handbook/manual that must be submitted to both D2L and LiveText. This face to face class will be web enhanced through the D2L learning management platform. It is also required in this course that students should complete 6 hours of service learning activities in the university and/or community.

Desire2Learn
D2L will be used for the content of the course, to post grades, to post notes and assignments, and to make any announcements/notifications. Your success in this course will depend upon your ability to check D2L regularly for any updates and announcements.

IV. Evaluation and Assessments (Grading):

Attendance and Professionalism (200 points)
Attendance will be taken every class period. For every missed class period, a student will lose attendance and professionalism points. When a student misses class, it affects the professionalism grade. Excused attendance includes: ailment with Dr.'s Note; death in the family; participation in conferences/trips approved by the school; and other official school travels. There is no make-up for missed attendance and professionalism points. Students are expected to be professional and respectful in the classroom environment. Discourteous or offensive behavior directed toward the professor/instructor, students or others will not be tolerated. Examples of such behavior include, but are not limited to:

- Bullying or berating others
- Physical or verbal intimidation, such as shouting or angry outbursts directed toward others
- Derogatory verbal or physical behavior, such as name-calling
- Directing profanity toward others
- Behavior that has the effect of humiliating others
- Mobbing
• Other unprofessional or inappropriate behavior

Discourteous or offensive behavior also includes written or electronic communication, as well as group behavior (e.g. "mobbing") which has a negative impact on the classroom and/or on others (https://www.pcc.edu/hr/contracts/behavior.html).

**Assignments/Application Exercises (150 points)**
Throughout the semester you will be given assignments and application exercises to complete every week. These assignments are integral part of the employee handbook. Application exercises are done during class period. There is NO make-up for missed application exercise.

**Employee Handbook Project (50 points)**
Each student will be assigned to develop an Employee Handbook for a fictitious hospitality/tourism company that the student will create. The professor will provide a template and sample for this employee handbook/manual. The handbook must be submitted to both D2L and LiveText to get the full points before the finals week as indicated in the course schedule.

**Service Learning Component (must complete 6 hours of volunteer work to fulfill requirement = 50 points)**
To prepare competent professionals for a global society, the faculty of the hospitality program had implemented a service learning component across multiple courses. Students are required to sign up for APPROVED events outside of class time to fulfill this component. Hours will be documented by both the student and the approved site supervisor. Failure to complete six hours of service learning will result in no points awarded. This is an “all or nothing” assignment.

Students must document all the hours that they have completed, verified and signed by the supervisor using the log sheet provided by the professor in D2L. Once the students have completed 6 hours of service learning activities, scan the completed log sheet and submit it to D2L Dropbox.

Additional information will be given in class for specific event times and dates. This service learning opportunity will expose students to the important cross-cutting themes within the Body of Knowledge of Human Sciences. These themes include: communication skills, critical thinking, diversity, global perspectives, professionalism, independence and community development.

**Exams (4 exams @ 50 points each= 200 points)**
The exams will cover the material presented in the class as well as information that have been assigned as readings. They are designed to gauge your progress toward mastering the assigned material. The exams are paper-based worth a total of 150 points. NO MAKEUP EXAMS WILL BE GIVEN.

**NOTE:**
Since this is a senior-level course, it assumed that you are to write in the professional manner with correct grammar, sentence usage and spelling. For every paper/project that you submit, points will be deducted for any violations.
Tutors are available for assistance through academic Assistance and Resource Center (AARC) located in the Steen Library.

Netiquette: All work, including emails, assignments, and discussion boards must abide by “netiquette” rules. Professional and appropriate language, grammar, spelling and syntax must be used in all communications. Be respectful to your classmates and professor. **Do not use “IM-style” writing at ANYTIME.** Grades will reflect your level of professionalism.

ALL e-mails must contain grammar, spelling, and sentence structure. No ALL CAPS, run-on sentences, texting-type or IM-type of writing will be accepted. Improper e-mails will be returned, unanswered. This is a university-level course and students must use professional emails in preparation for future management positions.

**Grading Requirements**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Points</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Attendance and Professionalism</td>
<td>200</td>
<td>30.50%</td>
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<tr>
<td>Assignments/Application Exercises</td>
<td>150</td>
<td>23.00%</td>
</tr>
<tr>
<td>Exams (4 exams @ 50 points)</td>
<td>200</td>
<td>30.50%</td>
</tr>
<tr>
<td>Employee Handbook Project (must be submitted in both D2L &amp; LiveText to get the full points)</td>
<td>50</td>
<td>8.00%</td>
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<tr>
<td>Service Learning Component (must complete 6 hrs)</td>
<td>50</td>
<td>8.00%</td>
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<tr>
<td><strong>TOTAL POINTS</strong></td>
<td>650</td>
<td><strong>100.00%</strong></td>
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**Grade Distribution**

A = 585-650 points  
B = 520-584 points  
C = 455-519 points  
D = 390-454 points  
F = Less than 390 points

There are enough assignment and exam points to GREATLY impact your grade. The grade you receive is the grade you will have earned. **This is a university course and will be graded as such.**

**Guidelines for Evaluating Students in the Hospitality Administration Program**

**What is an “A” Student?**
- Consistently goes above and beyond what is required in the experience
Displays initiative
Looks up information on own before asking questions of staff
Contributes meaningfully to the faculty
ACTS enthusiastic, even if he/she does not feel that way at the time
Is open to criticism without getting defensive
Does not like a “know it all”
Displays maturity
Is proactive – does not wait to be told to do everything; takes care of things before they become problems.
Has good verbal and written communication skills
Is willing to risk failure to learn something new
Displays common sense
Has strong “people skills”
Is flexible
Stays until the job is done – is NOT a “clock watcher”

Every student should not expect an “A”! It is the people who display the above characteristics, AS WELL AS HAVING SOUND TECHNICAL ABILITY AND THE THEORETICAL KNOWLEDGE who receives the “excellent” grade.

A grade of “B” or “C” should not be perceived as failure.
A grade of “B” means “good” and a grade of “C” means “average”. Not everyone is an “outstanding” student.

A grade of “D” or “F” is appropriate when a student does not perform, does not know basic information or display basic skills, or if a student has a “real” attitude problem.

V. Tentative Course Outline/Calendar: Note: Changes in the course outline are possible with the discretion of the professor.

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topics and Activities</th>
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</table>
| 1    | Jan 16 | Introduction to the course; Discussion on the course syllabus, faculty-student expectations; Review about LiveText and how to submit the employee manual.  
Homework Assignment: 1 Sample of Hospitality Careers/Jobs Posting and 1 sample of a resumé due in D2L Dropbox on Jan. 22, at 11:30 pm.  
READ CHAPTER 1! |
|      | Jan 18 | Chapter 1: Introduction to Strategic Human Resources in the Hospitality Industry  
READ CHAPTER 2! |
<p>|      | Jan 23 | Application Exercise 1.1 &amp; 1.2 |</p>
<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>2</td>
<td>Jan 25</td>
<td>Chapter 2: Laws Affecting Selection in Hospitality Organizations</td>
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<td></td>
<td>Jan 30</td>
<td>Application Exercise 2</td>
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<td></td>
<td>Feb 01</td>
<td><em>Class Activity: STEM Career and Internship Expo; 2-5 pm; BPSC Grand Ballroom</em></td>
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<td></td>
<td>Feb 06</td>
<td>Chapter 3: Laws Affecting Hospitality Workplaces</td>
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<td>Application Exercise 3: OSHA</td>
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<td></td>
<td>Feb 08</td>
<td>Exam 1 Review and Exam: Covers Chapters 1-3</td>
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<td>Feb 13</td>
<td>Chapter 4: Planning for Staffing</td>
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<td>Feb 15</td>
<td>Application Exercise 4: Job Analysis</td>
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<td>Feb 20</td>
<td>Guest Speaker: Nathan Pruitt, SFA Human Resources; e-mail: <a href="mailto:pruitng@sfasu.edu">pruitng@sfasu.edu</a>; TBD</td>
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<td></td>
<td>Feb 22</td>
<td>Chapter 5: Selecting Employees</td>
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<td></td>
<td>Feb 27</td>
<td>Application Exercise 5: Hiring Process</td>
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<td></td>
<td>Mar 01</td>
<td>Chapter 6: Training and Development Systems</td>
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<td></td>
<td>Mar 06</td>
<td>Application Exercise 6: Mother’s Day</td>
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<td></td>
<td>Mar 08</td>
<td>Exam 2 Review &amp; Exam</td>
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<tr>
<td></td>
<td>Mar 12-16</td>
<td><em>SPRING BREAK/NO CLASS</em></td>
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<td></td>
<td>Mar 20</td>
<td>Chapter 7: Performance Management Systems</td>
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<td></td>
<td>Mar 22</td>
<td>Application Exercise 7: High Performing Restaurant</td>
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<td></td>
<td>Mar 27</td>
<td><em>Houston Tourism Summit</em></td>
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<td>Mar 29</td>
<td>Chapter 8: Reward and Compensation Systems</td>
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<td>Apr 03</td>
<td>Application Exercise 8: Performance Evaluation</td>
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<td>Apr 05</td>
<td>Chapter 9: Individual Skills</td>
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<td></td>
<td>Apr 10</td>
<td>Application 9: Goal Setting</td>
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VI. Readings (Required and recommended—including texts, websites, articles, etc.):

**Required Textbook:**

**FEM Statement:**
*This course does NOT use FEM.* In this course you must purchase and activate the LiveText add-on, Field Experience Module (FEM), PRIOR to your first day of field experience/clinical teaching. Failure to purchase and activate the account and/or submit the required assignment(s) within the FEM system may result in course failure. FEM must be purchased from www.livetext.com for a fee of $18.00 for a multiple year subscription.

**LiveText Statement:**
This course uses the LiveText data management system to collect critical assessments for students who are Perkins College of Education majors (undergraduate, graduate, and doctoral) or majors in other colleges seeking educator certification through the Perkins College of Education. Students who do not have an existing LiveText account will receive an access code via the SFA email system within the first week of class. You will be required to register your LiveText account, and you will be notified how to do this via email. If you forward your SFA e-mail to another account and do not receive an e-mail concerning
LiveText registration, please be sure to check your junk mail folder and your spam filter for these e-mails.

If you have questions about obtaining or registering your LiveText account, call ext. 1267 or e-mail SFALiveText@sfasu.edu. Once LiveText is activated, if you have technical questions, call ext. 7050 or e-mail livetext@sfasu.edu. Failure to activate the account and/or submit the required assignment(s) within the LiveText system may result in course failure.

VII. Course Evaluations:

It is a must that students complete the course evaluations as scheduled by the university. Near the conclusion of each semester, students in the Perkins College of Education electronically evaluate courses taken within the PCOE. Evaluation data is used for a variety of important purposes including:

1. Course and program improvement, planning, and accreditation;
2. Instruction evaluation purposes; and
3. Making decisions on faculty tenure, promotion, pay, and retention.

As you evaluate this course, please be thoughtful, thorough, and accurate in completing the evaluation. Please know that the PCOE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!

In the Perkins College of Education, the course evaluation process has been simplified and is completed electronically through MySFA. Although the instructor will be able to view the names of students who complete the survey, all ratings and comments are confidential and anonymous, and will not be available to the instructor until after final grades are posted.

VIII. Student Ethics and Other Policy Information: Found at https://www.sfasu.edu/policies

Class Attendance and Excused Absence: Policy 6.7

Regular, punctual attendance, documented participation, and, if indicated in the syllabus, submission of completed assignments are expected at all classes, laboratories, and other activities for which the student is registered. Based on university policy, failure of students to adhere to these requirements shall influence the course grade, financial assistance, and/or enrollment status. The instructor shall maintain an accurate record of each student’s attendance and participation as well as note this information in required reports and in determining final grades. Students may be excused from attendance for reasons such as health, family emergencies, or student participation in approved university-sponsored events. However, students are responsible for notifying their instructors in advance, when possible, for excusable absences. Whether absences are excused or unexcused, a student is still responsible for all course content and assignments. Students with accepted excuses may be permitted to make up work for up to three weeks of absences during a semester or one week of a summer term, depending on the nature of the missed work. Make-up work must be completed as soon as possible after returning from an absence.
**Academic Accommodation for Students with Disabilities: Policy 6.1 and 6.6**

To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 936-468-3004 as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

**Student Academic Dishonesty: Policy 4.1**

Abiding by university policy on academic integrity is a responsibility of all university faculty and students.

**Definition of Academic Dishonesty**

Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to:

- using or attempting to use unauthorized materials on any class assignment or exam;
- falsifying or inventing of any information, including citations, on an assignment; and/or;
- helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to:

- submitting an assignment as one’s own work when it is at least partly the work of another person;
- submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or,
- incorporating the words or ideas of an author into one’s paper or presentation without giving the author credit.

**Penalties for Academic Dishonesty**

Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university.

**Student Appeals**

A student who wishes to appeal decisions related to academic dishonesty should follow procedures outlined in Academic Appeals by Students (6.3).

**Withheld Grades: Policy 5.5**

At the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F, except as allowed through policy [i.e., Active Military Service (6.14)]. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average.

**Student Code of Conduct: Policy 10.4**
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program. Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic or other penalties. This policy applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare: Early Alert Program at SFA. Information regarding the iCare program is found at http://www.sfasu.edu/judicial/earlyalert.asp or call the office at 936-468-2703.

Additional Information:

To complete Certification/Licensing Requirements in Texas related to public education and other professional settings, you will be required to:

1. Undergo criminal background checks for field or clinical experiences on public school campuses; the public school campuses are responsible for the criminal background check; YOU are responsible for completing the information form requesting the criminal background check. If you have a history of criminal activity, you may not be allowed to complete field or clinical experiences on public school campuses. At that point, you may want to reconsider your major while at SFASU.

2. Provide one of the following primary ID documents: passport, driver’s license, state or providence ID cards, a national ID card, or military ID card to take the TExES exams (additional information available at www.texas.ets.org/registrationBulletin/<http://www.texas.ets.org/registrationBulletin/>). YOU must provide legal documentation to be allowed to take these mandated examinations that are related to certification/licensing requirements in Texas. If you do not have legal documentation, you may want to reconsider your major while at SFASU.

3. Successfully complete state mandated a fingerprint background check. If you have a history of criminal activity, you may want to reconsider your major while at SFASU.

For further information concerning this matter, contact Katie Snyder 936-468-1740 or snyderke1@sfasu.edu.

IX. Other Relevant Course Information:

PROFESSIONAL STANDARDS

1. Students should prepare themselves adequately for each semester. Professors are not able to provide effective student critique when student work is unavailable for review or student effort is lacking.

2. Students should exhibit professional courtesy and conduct. Examples include a positive work attitude, sensitivity to others, attentiveness, and cooperation.
3. Faculty are committed to provide information and prompt response to students on the web, return student work in a timely fashion, honored posted office hours, provide feedback on student progress, and work with field supervisors.

4. If student dissatisfaction arises, the student’s request for a private conference/phone call with the professor serves as the first step toward resolution.