Instructor: **Dr. Gina Fe G. Causin**

Office: **106A HMSN**

Office Phone: **(936) 468-1411**

Office Hours: **M: 10:00am-12:00pm; TR: 2:00-3:30 pm**

Credits: **2 credit hours, 6 contact hours**

Other Contact Information: **4502**

Email: **causingf@sfasu.edu via Brightspace by D2L (preferred)**

Prerequisites: **NONE**

I. Course Description:

Senior management techniques required to operate a lodging facility applying strategic and critical thinking and work-site experiences in the management of rooms, guests, services, sales, financial issues, security and personnel. This course is taken concurrently with HMS 380.601.

**NOTE:** It is recommended that Hospitality Administration students take this course after taking HMS 302: Introduction to Lodging.

Course Justification:

HMS 3380L (HAMG 3342L) “Advanced Lodging Operations Laboratory” is a 2-credit hour course. This course typically meets once each week for 6 contact hours (300 minutes/ 6-50 minute sessions) for 15 weeks (90 total contact hours). These hours are necessary for full immersion of a 2 credit hour laboratory class. In this format, students are divided into smaller sections in the lab periods for collaborative and experiential learning activities. Each lab section will rotate weekly through different areas of hotel operations, including, but not limited to, housekeeping, laundry, banquet, maintenance, and front office. Students will also meet for 2 hours during the final exam time in week 16 for evaluation of the learning experience with the instructor and synthesis for career preparation. Students are required to participate in the week 16 class per participation guidelines and attendance and professionalism grading.

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 lodging industry 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 as Knowledge Matters, 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:

• Take on the role of hotel general manager for a newly opened hotel.
• Set room rates for multiple room types.
• Plan a marketing program for a lodging operation.
• Staff the front desk.
• Set key policies for the hotel.
• Sell banquets and meetings.
• Hire staff to successfully execute banquets and meetings.
• Plan housekeeping based on number of guests.
- Create and price a dinner menu for the hotel restaurant.
- Embody professionalism when working with other employees.

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

Course Participation
It is the student’s responsibility to keep up with assignments, activities and online readings for the class. Part of this course is doing a hands-on activity at The Fredonia Hotel and Hampton Inn & Suites. When the students are doing their activities at these hotels, they are required to wear black pants, non-slip black shoes and purple shirt with SFA logo as required for the class. The purple shirt will be ordered at the Barnes & Noble Bookstore and paid by the student. Wearing a uniform will distinguish the students’ affiliation being representatives of the hospitality administration program of the School of Human Sciences at Stephen F. Austin State University. The students are expected to adhere to confidentiality when working at the two lodging properties.

Instructional Strategies:
Hands-on activity will allow students to apply material and relevant examples explained in HMS 380.601 course.

Weekly Journal
Students are required to write and submit a weekly journal right after their lab.

Brightspace
Brightspace by 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):

Determination of Grade:
In general, students can determine their standing in the course throughout the semester by keeping track of points on each assignment. Students can also access their grade and points for assignments by using their SFASU Brightspace by D2L account. If a student has questions regarding an earned grade on an assignment or needs clarification regarding a grade, they should come to see the professor during office hours or should make an appointment to see the professor to discuss their questions. Grades will not be discussed during class hours.

If there is an opportunity to complete extra credit, the professor will announce it during class time to give opportunity to all students to be able to get an extra credit.

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 covers: 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).

It is not enough to merely attend class, but participation in class activities, projects, and discussions are required. Participation is expected of all students in this class. And, it is expected to be active, enthusiastic, regular, intelligent, and with a highly visible role by the student. This is a major course which will require you to get-involved, work in small groups, regularly challenge others around you, and constructively make lodging operations “come to life.” Everyone is expected to pull his or her weight in terms of class participation. Excessive absences, lack of participation in class, lack of regular contribution to the experiential learning environment will all negatively affect your grade.

Getting to class on time is also important for a positive classroom environment. Please note that disruptive behavior, tardiness, tone and positive/negative comments will be a component of your attendance/professionalism grade. It is not enough to “come to class”- be involved and help yourself and others to learn.

**Lab/Application Activities: The Fredonia Hotel/Hampton Inn & Suites (200 points).**

Students are required to do hands-on/lab activities at The Fredonia Hotel and Hampton Inn and Suites properties. Every week, students are assigned by the professor to different areas in the hotel to work and supervised by the hotel staff. These areas include housekeeping, laundry, banquet, maintenance, restaurant, kitchen, breakfast room, front office and others as needed. To work at The Fredonia Hotel and Hampton Inn & Suites, students are REQUIRED to wear black pants, non-slip black shoes and purple shirt with SFA logo. Students who are assigned in the Hampton Inn & Suites housekeeping department must bring an apron to protect their clothing from cleaning agents. The shirts can be purchased at the SFA Bookstore. The price is around $30.00 SM – XL, add $2.00 for 2XL and $3.00 for 3XL. No proper uniform gets zero!

**Journal Assignment (100).**

Students are required to write a journal of the weeks assigned work and post the notes in the Dropbox. Failure to submit on that week will get a grade of zero.
NOTE:
Since this is a 300-level course, it is 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.

Students should expect a response to emails and phone calls within 24-48 hours from your contact efforts. Allow 5 business days (Monday-Friday) to expect a response to your inquiries.

Grading Requirements

| Attendance & Professionalism | 200 points | 40.00% |
| Lab/Application Activities: The Fredonia Hotel | 200 points | 40.00% |
| Journal Assignment | 100 points | 20.00% |
| **TOTAL** | **500 points** | **100.00%** |

Lab Performance

Lab/The Fredonia Hotel performance consists of an individual student’s punctuality, uniform and policy adherence, effort, and attitude during any given shift.

<table>
<thead>
<tr>
<th>Infraction</th>
<th>Point Deduction</th>
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<tbody>
<tr>
<td>Each minute late to lab</td>
<td>1 point</td>
</tr>
<tr>
<td>Each violation of required uniform standards</td>
<td>10 points</td>
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<tr>
<td>Cell phone usage during service hours</td>
<td>25 points</td>
</tr>
<tr>
<td>Unexcused Absence</td>
<td>Loss of ALL lab points</td>
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<tr>
<td>Excused Absence</td>
<td>Loss of ALL lab points if not rescheduled</td>
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<tr>
<td>Conduct, effort, attitude</td>
<td>Professor/Lab Supervisor determination based on severity of offense</td>
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</tbody>
</table>
Grade Distribution

A = 450-500  C = 350-399  F = Less than 300 points
B = 400-449  D = 300-349 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>CLASS WEEKS</th>
<th>MEETING DATES &amp; TOPICS</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>January 15: Review of Syllabus; Course Expectations and Information; Materials in 127 EDAN</td>
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<tr>
<td>2</td>
<td>January 22: The Hampton Inn &amp; Suites Lab; Overview and History of the Hampton Inn &amp; Suites Hotel; Discuss about the type of management and ownership structure; Meeting the Executive Team; Departmental Assignment and wrap-up; 9:00 am – 1:00 pm</td>
</tr>
<tr>
<td>3</td>
<td>January 29: The Fredonia Hotel Lab; Overview and History of the Fredonia Hotel; Forbes Service Excellence; Meeting the Executive Team; Departmental Assignment and Working; 9:00 am – 1:00 pm</td>
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<tr>
<td>4</td>
<td>February 5: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<td>5</td>
<td>February 12: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<td>6</td>
<td>February 19: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<td>7</td>
<td>February 26: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<td>8</td>
<td>March 4: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<td>9</td>
<td>March 11: SPRING BREAK/NO CLASS</td>
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<td>10</td>
<td>March 18: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<td>11</td>
<td>March 25: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<tr>
<td>12</td>
<td>April 1: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<tr>
<td>13</td>
<td>April 8: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
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<tr>
<td>14</td>
<td>April 15: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
</tr>
<tr>
<td>15</td>
<td>April 22: The Fredonia Hotel and the Hampton Inn and Suites Lab; 9:00 am – 1:00 pm</td>
</tr>
<tr>
<td>16</td>
<td>April 29: Class Wrap-up; Class meets in 127 EDAN; 9:00 am – 1:00 pm; Will discuss lessons learned, challenges, professionalism and application in the hospitality industry.</td>
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VI. Readings (Required and recommended—including texts, websites, articles, etc.):

There is no required textbook for this course. Selected readings will be available on Brightspace by D2L.

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.

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.