School of Human Sciences
RSTO 4107.001 Managing the Guest Experience in Hospitality
Fall 2023

Instructor: Dr. Mary Olle
Office: HMS N 106 B
Office Phone: 936-468-1872
Other Contact Information: 936-468-4502
Prerequisites: None

Course Time & Location: R 9:30 am – 12:10 pm
August 31 – September 28 ONLY; 1401 Mound
Office Hours: M 12:00 – 3:00 pm, T 3:00 – 4:00 pm
F 10:00 – 11:00 am F2F and by ZOOM appointment
Credits: 3
Email: ollemary@sfasu.edu

I. Course Description:
Application of customer relationships within the hospitality industries. Concepts include: guest services, building guest loyalty, and service quality. Must be taken concurrently with RSTO 4207L.
Note: There is a critical assignment in this course “ManageFirst Customer Service Certification” that is assessed as a program learning outcome.

Course Modality: This course is taught face-to-face.

Course Justification: The lecture component, taken concurrently with the lab, will meet the first 5 weeks of the semester fulfilling 15 contact hours required for a 1 credit hour lecture class. Students will also spend 30 total hours, 2 hours per credit per week, outside of class to prepare for exams and experiential classroom activities as described in the syllabus. This course may include instructional time that is delivered asynchronously. Examples of asynchronous instruction may include (but not limited to): written content, video content, discussions, case studies, synthesis exercises, reflection activities, peer review, and skills practice.

PCOE Diversity Statement:
The James I. Perkins College of Education is committed to proactively recruiting and retaining a diverse faculty, staff, and student population. Through open dialogue, mutual respect and shared responsibility, faculty, staff and students will demonstrate an understanding and sensitivity to ethnicity, race, gender, exceptionalities, culture, language/dialect, age, social class, family structure, sexual orientation, religion and spiritual values in order to enhance the quality of life in a diverse, global community.

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 Texas hospitality field.

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As one of the largest industries in Texas, the hospitality industry needs competent and skilled leaders. Students will develop a personal customer service mission statement.

- Provide a variety of teaching venues incorporating the latest technologies to a range of diverse student interests, backgrounds, and aspirations.
  - Students will have opportunities to experience all aspects of “front of the house” hospitality roles.
- 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 employed to enhance the curriculum of this course through the use of guest speakers, video and world wide web.
- Engage in outreach services.
  - Students represent the hospitality program to the public by interacting in the Culinary Cafe
- Conduct research to advance knowledge and to contribute to the common good.
  - Students will work on real-life situations to gain hands-on experience in areas of customer service and meal management in hospitality.

The hospitality administration program at Stephen F. Austin is poised to attract students, to enhance university visibility and to prepare students to compete in the 21st century. Specific objectives of the Hospitality Administration major are to:

- Deliver an academic program that attracts non-traditional students as well as traditional students seeking an education at Stephen F. Austin.
- Prepare individuals for entry-level employment in the vast hospitality industry.
- Meet needs of students desiring an academic area that prepares for multiple types of employment, flexible scheduling, and mobility.
- Provide industry with well-prepared, qualified personnel.

This course is taught in tandem with RSTO 4104/RSTO 4204 L Advanced Culinary Preparation. Students are expected to treat students in RSTO 4104/RSTO 4204 L with respect and as team members.

**Program Learning Outcomes:**
1. Resource Development: The Students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.
2. The student 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.
3. The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.
4. The student will demonstrate a positive service attitude through transformational experiences.

**Student Learning Outcomes:**
Upon successful completion of this course, students will be able:

- To explain the basic concepts of customer relations for hospitality industries
- To identify trends impacting guest relationships
- To evaluate and construct guest loyalty programs for the hospitality industry
• To identify styles and service types used in the hospitality industry

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

Instructional Strategies:
This class uses a “flipped” classroom where students are expected to do reading outside of class and come prepared to do hands-on activities in class.

Use of Technology may include: BRIGHTSPACE, Internet assignments/activities/research, and word processing.

1. RSTO 4107 uses BRIGHTSPACE extensively for message boards, discussions, and course content. Information notices will be posted on the course home page. The homepage includes icons for class assignments, discussion board questions, and grades. Students are strongly encouraged to contact the instructor and/or other students via the homepage mail icon, chats, and/or discussion postings.

2. Course content is delivered via lectures, assigned readings, assignment, and discussion board questions directly relevant to the course content. Students should check the homepage on a bi-weekly basis for notices, mail, and assignments. Neglecting to check the homepage is NOT a valid excuse for missing an assignment due date.

3. Students should check their grade points at least once a week. Any discrepancies in points must be resolved within one week after assignment grades have been posted otherwise the posted grade points are considered final and will not be reviewed at a later date.

IV. Evaluation and Assessments (Grading):

Attendance (50 points)
Attendance is expected and mandatory. There are 50 attendance points for the lecture. Each missed day results in 10 points deducted from the total attendance.

PCI/Cash Register Training 200 points
Students will complete the PCI/Cash Register Trainings in class. Due Friday, September 15 by 11:30 pm

Exams (3 @ 100 points each) The exams will cover the material in your textbooks as well as information that has been presented in the learning modules and in the readings. They are designed to gauge your progress toward mastering the assigned material. The exams are worth a total of 300 points. MAKEUPS ARE ONLY GIVEN WITH PRIOR PERMISSION FROM INSTRUCTOR. MAKEUPS WILL BE GIVEN FOLLOWING THE FINAL EXAMINATION. ONLY ONE MAKEUP PER SEMESTER WILL BE ALLOWED. EXAMS ARE GIVEN ONLINE.

Exam 1 – Chapters 1-4, Customer Service Book,
Exam opens Thursday, September 7 at 2 p.m.- closes Friday, September 8 at 11:30 p.m.

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This exam meets the following TEA Standards:
4.9s explain safety and sanitation procedures related to food storage, transportation, preparation, and service;
4.15s evaluate the social, psychological, and cultural aspects of food and dining (e.g., family, friends, and business).
5.2k the relationship of product, preparation, and delivery service to success in the food, lodging, and hospitality Industries;
5.3k principles and procedures of health, safety, sanitation, and environmental protection; 5.4k management functions and structures in food, lodging, and hospitality industries;

Exam 2 Chapters 5-8 Customer Service Book,
Exam opens Thursday, September 21 2:00 p.m. – closes Friday, September 22 11 at 11:30 p.m.

This exam meets the following TEA Standards:
5.8k job-related competencies and skills needed for employment in food, lodging, and hospitality industries;
5.10k the role of quality assurance in food, lodging, and hospitality industries.
5.1s demonstrate health, safety, sanitation, and environmental protection procedures used in food, lodging, and hospitality industries;
5.2s demonstrate the use of supplies, tools, equipment, and other technologies used in the food, lodging, and hospitality industries;
5.7s demonstrate the various types of table settings and food service techniques in residential, commercial, and institutional settings;
5.8s practice etiquette, food presentation, and table service appropriate for specific situations;
5.9s describe customer and guest service practices; 5.10s explain key factors in the design, development, and maintenance of industry facilities;
5.11s explain key responsibilities of employees, supervisors, and managers in food, lodging, and hospitality industries.

NOTE: Further explanation of assignments will be discussed in class and/or during office hours on an individual basis. Also, tutors are available for assistance through Academic Assistance and Resource Center (AARC) located in the Steen Library.

Grading Criteria
ATTENDANCE 50 pts
PCI/Cash Register Training 200 pts
Examinations (2) 200 pts

Total points 450 pts

Grade Points
A 450 – 405
B 404 – 360
C 359 – 315
D 314 – 270
F under 270

There are enough daily points for YOU to impact your grade. The grade you receive is the grade you earned.

The grading scale:
A: 90-100%
B: 89-80%
C: 79-70%

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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:

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<tr>
<th>Date</th>
<th>SUBJECT</th>
<th>ASSIGNMENT</th>
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| Week 1 (8/28 – 9/1) August 31 | • Introduction to course and Customer Relations  
• Importance of Customer Service  
• Customer Centric Service  
• Designing and Implementing Customer Service  
• The Professional Server | Get to Know You  
Explain course structure  
NRAEF Ch. 1-2  
NRAEF Ch 3-4  
Assign GM’s |
| Week 2 (9/4 – 8) September 7 | • Greeting and Seating Customers  
• Dining Room Service | Texas Friendly  
NRAEF Chapter 5-6  
**DUE: Exam 1 online**  
Opens Thursday, Sept 7, 2:00 pm  
Closed Friday, September 8 by 11:30 pm  
September 8 Ticket sales open from 4 – 5 ONLY |
| Week 3 (9/11 – 15) September 14 | • Guest Payment and Service Recovery  
• Marketing the Positive Guest Experience | NRAEF 7-8  
**DUE: Cash Register PCI Training/Cash Handling Training by Friday, September 15, 11:30 pm in Dropbox** |
| Week 4 (9/18 – 22) September 21 | Marketing the Positive Guest Experience | **DUE: Exam 2 online**  
Opens Thursday, September 21, 2:00 pm  
Closes Friday, September 22, by 11:30 pm |
| Week 5 (9/25 – 29) September 28 | Service Practice | |
| Week 6 October 3, 5 | First day of Café and LE  
Lecture Application in Lab  
African - Chairs/Creole | Lecture Application in Lab |
| Week 7 October 10, 12 | Lecture Application in Lab  
Country Cooking/Latin | Lecture Application in Lab |
<p>| Week 8 | Lecture Application in Lab | Lecture Application in Lab |</p>
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<tr>
<th>October 17, 19</th>
<th>Cajun/European</th>
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<tbody>
<tr>
<td>Week 9 October 24, 26</td>
<td>Lecture Application in Lab Fusion/Asian</td>
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<tr>
<td>Week 10 Oct 31, Nov 2</td>
<td>Lecture Application in Lab Texas BBQ/Fusion</td>
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<td>Week 11 Nov 7, 9</td>
<td>Lecture Application in Lab Latin – Chairs/Cajun</td>
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<tr>
<td>Week 12 Nov 14, 16</td>
<td>Lecture Application in Lab European/African</td>
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<td>Week 13 Nov 21, 23</td>
<td>Thanksgiving Break</td>
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<td>Week 14 Nov 28, 30</td>
<td>Lecture Application in Lab Creole/Country Cooking</td>
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<tr>
<td>Week 15 Dec 5, 7</td>
<td>Lecture Application in Lab Asian – Chairs/Texas BBQ</td>
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<td>Week 16 Final Dec 12</td>
<td>Final Exam 10:30 am</td>
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Required Attire for restaurant service: Purple Chef’s coat, white plain t-shirt for wearing under chef’s coat, black pants, black closed toed shoes. No fingernail polish, one ring only, facial piercings removed, stud earrings only. **Failure to be properly attired will result in removal from lab and no points earned that day. You cannot make up labs if removed because of improper uniform.**

VII. Course Evaluations:

Near the conclusion of each semester, students in the College of Education electronically evaluate courses taken within the COE. 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 COE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!

In the 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 http://www.sfasu.edu/policies/

Attendance: It is your responsibility to come to class and complete your assignments on time. Participation is extremely important to your success in this course. Missing a lecture without prior approval will result in NO POINTS for that lab. Attendance is expected and mandatory. There are 50 attendance points for the lecture. Each missed day results in 10 points deducted from the total attendance. Arriving late to class will result in point deduction.

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 (including the first 12-day attendance report) 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. Absences must be filed/report to the Office of Student Rights and Responsibilities. 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.

Communications: I make every attempt to answer email and voice mail in a timely manner (within 24 hours). Please do not expect me to answer emails or voice mails over the weekend, or after office hours.

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/

Academic Integrity (4.1)
The Code of Student Conduct and Academic Integrity outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of all members of all faculty, staff, and students to adhere to and uphold this policy.

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Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations and procedures concerning academic conduct, including cheating, plagiarism, collusion, and misrepresentation. Cheating includes, but is not limited to: (1) Copying from the test paper (or other assignment) of another student, (2) Possession and/or use during a test of materials that are not authorized by the person giving the test, (3) Using, obtaining, or attempting to obtain by any means the whole or any part of a non-administered test, test key, homework solution, or computer program, or using a test that has been administered in prior classes or semesters without permission of the Faculty member, (4) Substituting for another person, or permitting another person to substitute for one’s self, to take a test, (5) Falsifying research data, laboratory reports, and/or other records or academic work offered for credit, (6) Using any sort of unauthorized resources or technology in completion of educational activities.

Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.

Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially.

**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
Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the coursework 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. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course to compute the grade point average. For additional information, go to [https://www.sfasu.edu/policies/course-grades-5.5.pdf](https://www.sfasu.edu/policies/course-grades-5.5.pdf).

Upon the request from student to the instructor of record and at the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH may 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.

If a student has been found guilty of academic dishonesty, a grade of “WP” or “WH” may be changed to “WF” at the discretion of the faculty member. In the case of a grade change to “WF”, the course will not count towards the six course drop limit since the student is incurring an academic penalty.

Student Code of Conduct: Policy 10.4
Disorderly conduct including but not limited to: (a) disruption or Interference of Students, faculty, administration, staff, the educational mission, or routine operations of the University. (b) Commercial solicitation on campus or with University resources without prior approval from University officials. (c) Failure to comply with a reasonable and lawful request or directive of University Officials. (d) Facilitation of Student misconduct including but not limited to assisting, conspiring, soliciting, or encouraging others to engage in conduct which violates the Student Code of Conduct. More information on Student Code of Conduct can be found at [https://www.sfasu.edu/policies/student-code-of-conduct-10.4.pdf](https://www.sfasu.edu/policies/student-code-of-conduct-10.4.pdf)

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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 Early Alert Program at SFA.

SFASU values students’ mental health and the role it plays in academic and overall student success. SFA provides a variety of resources to support student’s mental health and wellness. Many of these resources are free, and all of them are confidential.

**On-campus Resources:**
SFASU Counseling Services  
[www.sfasu.edu/counselingservices](http://www.sfasu.edu/counselingservices)  
3rd Floor Rusk Building  
936-468-2401

SFASU Human Services Counseling Clinic  
[www.sfasu.edu/humanservices/139.asp](http://www.sfasu.edu/humanservices/139.asp)  
Human Services Room 202  
936-468-1041

**Crisis Resources:**
Burke 24-hour crisis line 1(800) 392-8343  
Suicide Prevention Lifeline 1(800) 273-TALK (8255)  
Crisis Text Line: Text HELLO to 741-741

**IX. Other Relevant Course Information:**
Be prepared to participate and fully engage in class discussion.  
Assignments are due the assigned date.  
No makeups for missed assignments will be given.