Central Connecticut State University
Tourism and Hospitality Studies
Fall, 2013

THS 490. 70: Hospitality Human Resources Management
4:30 pm – 7:10 pm W Social Sciences Hall (SSH) #105 & #402

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Office Location
Social Sciences Hall (SSH) #417-006

Office Hours
M: 15:00-16:00; M: 17:00-18:00; T: 9:00-10:00; T: 17:00-18:00; R 15:00-16:00

Course Syllabus

Important Dates
Pre-registration advising: October 28-November 8
Registration: November 8-November 15
Drop Date: Tuesday, November 19

Course Duration
August 28, 2013 - December 17, 2013

Required Text

Online version
http://www.coursesmart.com/IR/4249985/9780470084809?__hdv=6.8

www.instructors.coursesmart.com

Required Hardware & Software
1. A dependable PC or a Mac with the internet connection.
2. Microsoft Word, Excel, Powerpoint 2010 are required (all are included in Microsoft Office University 2010 OR Microsoft Office Professional 2010).

Course Description
This course is designed to introduce students to the field of hospitality human resource management (HRM). Because of the wide nature of the topic and the limited time of the course, coverage will be broad and touch various aspects of hospitality human resource management.
from selected chapters of the textbook throughout the semester. Lecture material will be complemented by group discussion/summary, films, and guest speeches.

**Course Objectives**
The main objective is to provide exploration and application of strategic principles of human resources to the hospitality and tourism setting.

The specific objectives of this course are:

1. To give students an introduction to main theories and concepts in the field of human resource management;
2. To help students understand the key roles of hospitality managers in diverse human resource management practices; and
3. To provide students with the applications of human resource management to the real hospitality business world.

**Course Requirements**
Students are expected to complete all the required reading, attend all of the lectures and presentations, participate actively in both in-class and online discussions, finish all the assignments, and take exams/quizzes.

**Exam/Quiz**
Both Exam and Quiz questions are in the format of either True-False, multiple choices, short answer, essay or a combination of all. Questions are based on the content of textbook, lecture notes, class lectures/discussion, and complementary material utilized in class. Student will be responsible for the content of the text and other materials even though they may not be discussed in detail during the class time.

**Class notes**
Class notes in the format of Power Point will be uploaded on Blackboard Learn before each face-to-face class. Since the purpose of class note uploading is to help the students familiarize with the key topics that will be discussed during the following face-to-face classes, content of the note is very abstract and brief. Therefore, students are highly encouraged to put their own effort to taking notes before and/or during each class.

**Group discussions and summary**
Students are asked to form a group of ‘three’ students for in-class group discussions, activities, project, & presentation. Those who would like to be in the same group need to notify their group members’ name to the instructor by 11:59pm, Wednesday, September 4. After that, the instructor will finalize grouping by Wednesday, September 11. Instructor may randomly form groups for those who can’t find group members.

Every group will participate in in-class, group discussions on the case(s) provided by the instructor (either via Blackboard or in class). For the assigned cases, each student is expected to bring his/her thoughts and ideas to share with the group members in the following face-to-face
class. Sometimes, case(s) will be given during the class. Either way, your group will get together and discuss the case(s) as a group. After that, a certain number of groups, 1 ~ 3 groups depending on the number and nature of the discussion case(s), will be assigned to share their group’s discussion and consensus on how to deal with the hospitality human resource management issues described in the case/scenario. Other groups are encouraged to participate during the presentations and Q&A. Every group (including the presenting groups) needs to summarize the content of group’s discussion and submit it to the instructor right after the discussion activity is over.

Every group member is expected to make equal contribution during the discussion and the summary. If a student missed group discussion activity due to an absence, he/she would get ZERO for that particular activity (Exception: serious medical excuses only if a doctor’s note were submitted to the instructor).

Based on the instructor’s observation of the student’s attendance, discussion participation, and peer evaluation, members in the same group may get different grades.

**Course Policies:**
1. **Email communication is very important.** Both instructor and student materially benefit from its availability. It is a form of communication that is widely used in business and thus you must learn to use it in a business-like manner. This means that the kind of messages you text-message to each other are NOT acceptable. It is mandatory that your email communications to the instructor be in a business-like format;
   - **Requirements for email correspondence are as follows:**
     - Proper introduction (appropriate greetings and your identification).
     - The body of the message must use appropriate grammar, punctuation and spelling.
     - The sender’s name must appear above and below the body of the message.
   - **If your message does not conform to these standards, early in the class it probably will be returned with a request to reformat it, but later in the class it may not be acknowledged at all.**
   - Send the instructor an email as instructed the above before **mid-night Wednesday, 09/11/2013.** Please include your brief introduction in the email. Then you will get 10 points (as a Quiz 1).
2. **Demeanor**
   - Adult student behavior is expected at all times. Students should be prompt, attentive, and respectful of the rights of fellow students. It is not appropriate for students to arrive late, leave early, or leave mid-class as this disrupts the concentration of others. It is expected that students will communicate (both verbally and in writing) at a level appropriate to a college classroom. Texting, chatting, socializing or reading of non-class related materials are also inappropriate. The classroom should be a place for a positive learning experience.
   - **No laptop computers and smartphones are allowed in class.** Any incident that results in a disruption of such a favorable teaching and learning environment might lead to an incomplete grade or dropout. **The professor reserves the right to enforce this policy.**
3. **Strict Attendance Policy**
   - **It is the expectation of the instructor that students will attend every class.** The classroom experience cannot be replicated through class notes, textbook readings, or etc.,
and students who miss class are putting themselves and their classmates at a disadvantage. Students are responsible adults and if they miss a class, it is presumed that they had a good reason to do so. Therefore, I do not distinguish between excused and non-excused absences. Students are responsible for completing any work missed during their absence and for obtaining pertinent notes and materials.

- Attendance is mandatory and will be taken every class, at any time during class. Absence will be marked when students are not present during calling the roll. Late arrivals (more than 10 min) and leaving early are disruptive to the positive learning environment and also counted as a full absence. Per class to attend, 3.3333 points can be earned. Based on 15 weeks of course schedule, (6.6666 x 15 = 100 points), students are entitled to a total of 100 points from attendance. It is important to remember that students must have attended at least 75% of the total class hours of this course to receive grade. In other words, students can have a maximum of 4 absences (either excused or unexcused) throughout the semester.

- Students can use ONE excused absences requested PRIOR TO the beginning of the class (e.g. job interviews, family issues, etc.). Make sure to email or call the instructor BEFORE the class starts when you would like to make your absence an excused one. If a student’s absence was excused, he/she still gets the attendance credit even though the student misses the class but is not eligible for any credits from in-class activities. Serious medical excuse will not be counted toward an excused absence provided that the absence were notified in advance and supported by a doctor’s note. A doctor’s note for a routine check-up or a medicine prescription (without a doctor’s note) will not be considered a legitimate document for a medical excuse purpose.

- Attendance record will be posted online in a weekly basis. It is your responsibility to track the number of absences allowed. If there is a discrepancy, the student has one week to notify the professor for a possible revision; otherwise, the record will not be changed.

4. Academic Integrity
   - Plagiarism and Cheating of any kind on an examination, quiz, assignment, project, and term paper will result at least in an "F" for that particular course requirement (and may, depending on the severity of the case, lead to an "F" for the entire course) and may be subject to appropriate referral to the Office of Student Conduct for further action. See the CCSU’s Standards of Academic Integrity for further information by visiting the link here. http://www.ccsu.edu/page.cfm?p=6756
   - At CCSU, students are obligated to uphold high standards of academic honesty in their learning. Academic honesty means doing one's own work and giving proper credit to the work and ideas of others. It is the responsibility of each student to become familiar with what constitutes academic dishonesty and plagiarism and to avoid all forms of cheating and plagiarism.

5. Make-ups
   - Make-up exams are given on a case-by-case basis. Only students who missed an exam and have a valid excuse will be allowed to take the make-up. Excuses must be turned in the day the student returns to class. There will be NO make-ups for in-class activities and quizzes. If a student is late for an exam, the student will be allowed to take the exam during the remaining class time IF no other student has completed the exam and left the classroom. Once the first student hands in the exam and leaves the classroom, late students will not be allowed to take the exam. A make-up will be given in accordance
with make exam guidelines. Make-up exams and Incompletes (I) are not given except for major medical circumstances or university business accompanied with documentation and/or advanced notice. Original documentation is required and the instructor must be contacted within 24 hours of scheduled exam or assignment deadline.

6. Other policies of this class are and will be adhered to the policies of the Central Connecticut State University (refer to current CCSU Undergraduate Bulletin).

Grading and Student Evaluation

1. Your performance will be evaluated using the following criteria:

<table>
<thead>
<tr>
<th>Course Work</th>
<th>Maximum Estimated Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Communication</td>
<td>10</td>
</tr>
<tr>
<td>Attendance</td>
<td>100</td>
</tr>
<tr>
<td>Up to 9 quizzes or class activities</td>
<td>90</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>100</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td>Individual Term Paper</td>
<td>100</td>
</tr>
<tr>
<td>Group Project &amp; Presentation</td>
<td>100</td>
</tr>
<tr>
<td>Online Discussion &amp; Class Participation</td>
<td>50</td>
</tr>
<tr>
<td>Total Estimated Points Possible</td>
<td>650</td>
</tr>
</tbody>
</table>

2. Based on the total points earned, a letter grade will be determined using the following scale as your term grade:

<table>
<thead>
<tr>
<th>Percent</th>
<th>Letter</th>
<th>Percent</th>
<th>Letter</th>
<th>Percent</th>
<th>Letter</th>
<th>Percent</th>
<th>Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>97 – 100%</td>
<td>A</td>
<td>87 – 89%</td>
<td>B+</td>
<td>77 - 79%</td>
<td>C+</td>
<td>67 – 69%</td>
<td>D+</td>
</tr>
<tr>
<td>93 – 96</td>
<td>A</td>
<td>83 – 86</td>
<td>B</td>
<td>73 – 76</td>
<td>C</td>
<td>63 – 66</td>
<td>D</td>
</tr>
<tr>
<td>90 – 92</td>
<td>A-</td>
<td>80 – 82</td>
<td>B-</td>
<td>70 – 72</td>
<td>C-</td>
<td>60 – 62</td>
<td>D-</td>
</tr>
<tr>
<td>below 60</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>F</td>
</tr>
</tbody>
</table>

Grades will be posted on the Blackboard. It is the student’s responsibility to check the grade online regularly, especially when there was a test or an assignment graded. If there is a discrepancy in a grade, the student has **one week to notify** the professor for a possible revision; otherwise, the grade will not be changed.

**Grades are earned, not awarded.** They are a means to an end, not an end unto themselves. Hence, you should focus on learning more, not on grades. To earn an A is not difficult, but it requires that you consistently perform at peak levels. An A means more than just a grade or a test result. It symbolizes a great honor because it is also a result of a test on your endurance, consistence, and seriousness on learning. In the end, it is really up to you. **You are in control of your grades, NOT the professor.**

Although the class decorum is not shown in the evaluation schema as one of the evaluation criteria, it is necessary to maintain a favorable teaching and learning environment. Therefore, you are
expected to show your respects to anyone involved in the class activities, such as classmates, guest speakers, teaching assistants, instructors, etc.

**Time Commitment:**
To complete this course successfully, plan to dedicate at least three hours per week. This is the standard time commitment for a typical three-hour college course. During these three hours a week, you will be doing the following activities:
1. reading text and assigned journal articles;
2. completing individual term paper;
3. working on group project.

**Student Understanding Form**
It is important that students clearly understand what the instructor expects of them. A “student understanding” form has been developed to make sure that students fully acknowledge course policies and requirements. Students then should indicate their understanding by initialing each item. Please visit the link below to complete the form. You won’t be able to proceed with the course without submitting the understanding form.

- [http://www.surveymonkey.com/s/YR9Y83Q](http://www.surveymonkey.com/s/YR9Y83Q)
- Student Understanding Form Submission **due date: 11:59 pm on Wednesday, September 4, 2013**
Here are some sample items one might include in such a form:

- I understand that there are intellectual standards in this course and that I am responsible for monitoring my own learning.
- I understand that I will be held regularly responsible for assessing my own work using criteria and standards discussed in class.

**Individual Assignment (100 points)**
- For Your Consideration questions from each chapter in the text. You have to type answers in MS Word and upload it to Blackboard Learn. All computer files submitted for grading should be saved as your first and name then assignment number. For example, “howook chang assignment 1.doc(x); howook chang assignment2.xls(x) and etc.

**Group Project & Presentation (100 points)**
A choice of Case Study by group. First choose an organization doing hotel business in CT; Waterford, Shaner, Island Hospitality, and etc. Contact its HR manager, director, and executive and present their success and failure HR management practices.
**Course Outline (Proposed schedule)**

In the past, students have found different interests on this subject resulting in various paces on teaching and learning. Listed below is a tentative course agenda. Some flexibility has been designed into the schedule but the schedule may still need to be changed based upon not only student progress and mastery of the concepts but also the availability of current events and any unforeseen circumstances. Regardless, any change on the schedule will always be announced in advance.

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8/28/2013</td>
<td>Class Orientation</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>9/4/2013</td>
<td>Overview of Human Resources Management</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>9/11/2013</td>
<td>Ch. 1 Introduction to HR in the Hospitality Industry</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ch. 2 The Legal Environment of Human Resources</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>9/18/2013</td>
<td>Ch. 3 HR Management Policies &amp; Procedures</td>
<td>Ch. 1 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>5</td>
<td>9/25/2013</td>
<td>Ch. 4 Employee Recruitment and Selection</td>
<td>Ch. 2 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>6</td>
<td>10/2/2013</td>
<td>HR Department Visit &amp; Guest Lecture</td>
<td>Ch. 3 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>7</td>
<td>10/9/2013</td>
<td>Ch. 5 Planning Training Programs</td>
<td>Ch. 4 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>8</td>
<td>10/16/2013</td>
<td>Mid-term Exam</td>
<td>Ch. 1, 2, 3, &amp; 4</td>
</tr>
<tr>
<td>9</td>
<td>10/23/2013</td>
<td>Ch. 6 Compensation Programs</td>
<td>Ch. 5 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>10</td>
<td>10/30/2013</td>
<td>Ch. 7 Performance Management and Appraisal</td>
<td>Ch. 6 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>11</td>
<td>11/6/2013</td>
<td>Ch. 8 Employee Health and Safety</td>
<td>Ch. 7 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>12</td>
<td>11/13/2013</td>
<td>Meeting Present &amp; Emerging Strategic HR Challenges</td>
<td>Ch. 8 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>13</td>
<td>11/20/2013</td>
<td>Ch. 9 Employee Health and Safety</td>
<td>Ch. 9 Ch. 1 For Your Consideration Questions Due</td>
</tr>
<tr>
<td>14</td>
<td>11/27/2013</td>
<td>Ch. 10 No Class</td>
<td>Group project materials due</td>
</tr>
<tr>
<td>15</td>
<td>12/4/2013</td>
<td>Group Presentation I</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>12/11/2013</td>
<td>Group Presentation II</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>12/18/2013</td>
<td>Final Exam</td>
<td>Ch. 6, 8, 9, &amp; 10</td>
</tr>
</tbody>
</table>