

MANAGEMENT FOUNDATIONS IN THE HOSPITALITY INDUSTRY (HMG 2860)
SYLLABUS FOR FALL 2016

Instructor:

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Office Hours for Fall 2016:

Monday & Wednesday	1.00 PM to 3.00 PM
Thursday	2.00 PM to 4.00 PM,

If these hours are not convenient, other hours may be arranged by appointment. It is best to make an appointment as priority is given to those with appointments. Also, although I make every attempt to keep my scheduled office hours, other duties and commitments sometimes interfere with office hours. Appointments will avoid your having to make unnecessary visits to my office.

Class Meetings:

Mondays & Wednesdays 9:00 AM – 10:20 AM
Chemistry Building – CHEM 352

Course Format:

Three-hour lecture/discussion and in-class exercises

Required Course Materials:

Text Book: Woods, R, & King, J. (2010). *Leadership and management in the hospitality industry (3rd ed.)*. Lansing, Michigan: American Hotel & Lodging Educational Institute. (ISBN: 978-0-86612-347-1).

Other Course Materials: the instructor will provide all other readings, forms, and assignments during classes throughout the semester

Course Description:

The course provides students with an introduction to motivation, leadership, communications, decision making, managing employees, ethics, social responsibility, and managing consumer experiences in the hospitality industry by examining service-driven management foundations. The lectures and readings focus on theories, strategies, and its applications. The projects help students translate newly acquired knowledge into creative management practices in the hospitality industry.

Learning Outcomes (Upon completion of this course, students will be able to):

- Explain principles of management and new management paradigms in the hospitality industry.
- Explain and demonstrate the various management skills (e.g., communication, decision making, coaching, goal-setting, conflict-management, and problem solving) necessary to become a successful hospitality manager.
- Discuss the concepts of attitudes, perception, and learning as they apply to hospitality organizations.
- Demonstrate the various leadership styles, knowledge of ethics and social responsibility in the hospitality industry.
- Discuss the concepts of creativity, innovation, and managing consumer experiences in the hospitality industry.
- Explain the effects and implications of change in the hospitality industry.

Attendance

Class attendance and active participation in class are expected in order to demonstrate achievement of course objectives. The student is responsible for all information, announcements, changes in schedules, etc., which are covered during class periods. Details concerning specific weekly assignments will be announced in class. Tardiness causes interruptions during class time and often results in missed announcements. Please make every effort to be in class and be on time.

Attendance will be taken every class. It is the responsibility of the student to respond to the call for attendance. On the fifth (5th) absence (excused or un-excused), the student may be administratively dropped from the class with a grade of “W” or “WF,” dependent on their standing in tests to date.

Grade Determination:

ITEM	TOTAL POINTS	YOUR SCORE
Test 1	50	
Test 2	50	
Test 3	50	
Test 4 (Final)	50	
<u>EIR – Mandatory (5 + 5)</u>	10	
Group Project	90	
TOTAL	300	

Letter grades will be awarded as follows:

POINT RANGE	PERCENTAGE	YOUR GRADE
270 and above	90% and above	A
240 to 269	80% to 89%	B
210 to 239	70% to 79%	C
180 to 209	60% to 69%	D
179 and below	<60%	F

Assignments:

- All homework submitted must be word-processed.
- All work must be completed by the assigned time to be considered for full credit. All assignments are due at the beginning of the class period on the specific date. If an assignment is late, it should be turned into the main CMHT Office in Chilton Hall Room 331 where it will be date/time-stamped by the office staff. Any assignment turned in after the due date and time will have 10% taken off the total possible points for **each** day it is late.

Executive in Residence Lecture

Attendance at this event is requirement for this course. If you have another class during this lecture you must notify that instructor as soon as possible about this event. Official university excuse letters can be provided after your attendance at the event if that is needed. There will be no make-ups.

Group Project:

Details to be given by the third week of class. However the **group** project will consists of both written and oral components, including an in-class presentation.

Examination Format and Policies:

- Exams will be administered only during regularly scheduled class time. Students arriving late will not be give additional time to complete the exam.
- The exam will cover current chapter(s) in the text, assigned readings, or speaker presentations.
- Exams will contain multiple choice, true and false, fill-in-the-blanks, and short answer questions.
- No make-up exams will be administered, unless student presents an authorized absence card certified from Dean of Students Office or a written excuse from a medical doctor. Make up times will be scheduled with the instructor.
- Unannounced mini-quizzes may be given at the discretion of the instructor.

There will be no makeup of these quizzes under any circumstances.

The Josiam Variable:

Extra consideration may be given for “borderline” cases when excellent performance is exhibited in areas of class participation, effort, and a keen interest in learning.

Revisions:

The instructor reserves the right to revise this syllabus, class schedule, and list of course requirements to enhance the achievement of the course goals, and objectives. Requirements may be adjusted during the semester, which could alter the total possible points and/or their distribution. Final grade points would then change appropriately. Changes will be announced verbally in class.

University Classroom Etiquette Standards:

During **class** time, students **are** expected to:

- 1) Arrive on time
- 2) Remain in class until class is dismissed
- 3) Give the instructor their complete and undivided attention
- 4) Remain visibly awake, and
- 5) **Turn off cell phones and laptop computers**

During **class** time, students **should not** indulge in the following activities:

- 1) Reading non-class related materials, **including text-messages on cell phones**
- 2) Working on another class assignment
- 3) Writing personal notes to other students in writing or by **text-messaging**
- 4) Participating in personal conversations with other students, orally, in writing, or by text-messaging.

Policy on Recording and or Publishing Lecture Material:

State common law and federal copyright law protect my lectures. They are my own original expression. Whereas you are authorized to take notes in class thereby creating a derivative work from my lecture, the authorization extends only to making one set of notes for your own personal use and no other use. You are not authorized to record my lectures, to provide your notes to anyone who is not enrolled in the class, or to make any commercial use of them without express prior permission from me.

Disability Provisions:

The College of Merchandising, Hospitality & Tourism cooperates with UNT Office of Disability Accommodation (ODA) to make reasonable accommodations for qualified students with disabilities. If you have not registered with the ODA, you are encouraged to do so. Please present your written Accommodation Request and discuss your specific needs with the instructor during the first week of classes.

Academic Dishonesty:

Academic dishonesty will not be tolerated. Anyone practicing scholastic dishonesty will receive a grade of "F" for the whole course and will be subject to the University of North Texas disciplinary procedures that may include expulsion from the University. Read the *UNT Student Guidebook* Chapter: Rules, Regulations, and Policies: Section: Code of Conduct and Discipline. Scholastic dishonesty includes the use of unauthorized assistance (copying) in completing assignments, taking quizzes, tests, or examinations. Plagiarism of material from notes, books, websites, and research articles is not acceptable.

HMGT 2860 – Management
Tentative Class Schedule for Fall 2016
(Subject to Change!!!)

WEEK AND DATE	TOPICS
Wk 1: Aug 29 & 31	<ul style="list-style-type: none"> • Introduction and Course Overview • Chapter 1: Managing Organizational Change
Wk 2: Sept 5 & 7	<ul style="list-style-type: none"> • Sept 5 – Labor Day Holiday – No Class! • Chapter 1: – Continued • Chapter 2: The Changing Nature of Leadership and Management
Wk 3: Sept 12 & 14	<ul style="list-style-type: none"> • Chapter 2: The Changing Nature of Leadership and Management
Wk 4: Sept 19 & 21	<ul style="list-style-type: none"> • Chapter 3: The Quest for Quality
Wk 5: Sept 26 & 28	<ul style="list-style-type: none"> • Test 1: Chapters 1, 2, & 3 • Chapter 4: Continuous Improvement – Process and Tools
Wk 6: Oct 3 & 5	<ul style="list-style-type: none"> • Chapter 5: Power and Empowerment
Wk 7: Oct 10 & 12	<ul style="list-style-type: none"> • Chapter 6: Communication Skills
Wk 8: Oct 17 & 19	<ul style="list-style-type: none"> • Chapters 4, 5, 6 : Wrap-up and review
Wk 9: Oct 24 & 26	<ul style="list-style-type: none"> • Test 2: Chapters 4, 5, & 6 • Chapter 7: Goal Setting, Coaching, and Conflict – Management Skills
Wk 10: Oct 31 & Nov 2	<ul style="list-style-type: none"> • Chapter 7 – Continued • Chapter 8: High Performance Teams
Wk 11: Nov 7 & 9	<ul style="list-style-type: none"> • Chapter 9: Diversity in Workplace • Test 3: Chapters 7, 8, & 9
Wk 12: Nov 14 & 16	<ul style="list-style-type: none"> • Chapter 10: Strategic Career Planning • Chapter 11: Ethics
Wk 13: Nov 21 & 23	<ul style="list-style-type: none"> • Chapter 11 –Continued.. • Nov. 21 - Projects due at 9.00 AM - beginning of class • Presentations
Wk 14: Nov 28 & 30	<ul style="list-style-type: none"> • Presentations
Wk 15: Dec 5 & 7	<ul style="list-style-type: none"> • Presentations • Review for Final Exam
Wk 16: Dec 14, Wednesday	<p>Final Exam : Comprehensive (Focus on Chapters 10, 11 and all Presentations) 8:00 AM to 10 AM; CHEM 352</p>