

### **COURSE INSTRUCTOR CONTACT INFORMATION**

Mrs. Dee A. Wilson  
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Office: Chilton Hall 355A  
Phone: 940-369-7270  
Office Hours:  
Mondays 10:00am-12:00pm  
Thursday 1:30pm-3:30pm  
(Other hours by appointment)

### **COURSE DESCRIPTION**

#### **HMG 2790 - Career Development in Hospitality Management 3 hours**

Examines the impact of business environments on personal and career effectiveness in the hospitality management field. Topics include effective business communication, ethical decision making and leadership development. Applies toward hospitality pre-major requirements. Prerequisite(s): HMG 1500 (may be taken concurrently).

### **REQUIRED TEXT**

Professionalism: Skills for Workplace Success (3rd Edition)  
Publication Date: January 6, 2012 | ISBN-10: 0132624664 | ISBN-13: 978-0132624664 |

### **COURSE PREREQUISITES**

Prerequisite (s): HMG 1500 Orientation to the Hospitality Industry (may be taken concurrently with 2790)

### **PURPOSE AND MAJOR OBJECTIVES OF THE COURSE**

As students enter their internship, they must be able to work independently and professionally with a range of employers. Through lecture, class presentations, class meetings, industry dialogue (Guest Speakers), web-based modules, discussion, assignments (Resume/Mock Interview), quizzes, exams, , and other experiential activities such as analyze case studies, students will develop a set of highly valued skills that will prepare them for their capstone internship experience.

### **LEARNING OUTCOMES**

**Upon completion of this course, students will be able to:**

1. Develop their professional writing and selling skills by composing a professional resume
2. Develop their interviewing skills and learn effective methods to conduct a job search
3. Understand the value of networking strategies relevant to professional development
4. Understand how to effectively research companies
5. Understand how cultures vary among different types of employers
6. Evaluate effective and ineffective interpersonal business communication
7. Examine workplace problems through ethical decision making

8. Understand aspects of working in the professional world through teamwork, leadership, and decision making
9. Discuss principles of effective stress and financial management
10. Understand problem-solving and conflict resolution techniques
11. Understand the importance of professionalism, attitude, and accountability in the workplace and how it can affect career success

W	DATE	ONLINE LECTURE	ACTIVITIES
1	8/24- 8/30		
2	8/31-9/6	<b><u>Online Module 1</u></b> Attitude in the Workplace	Read Module: Module 1 – Attitude in the Workplace <b>Respond to Questions in Module 1</b> The course module & questions will open on Monday, August 31, 2015 morning at 12:01 a.m. and close at 11:59 p.m. on Sunday, September 6, 2015.
3	9/7-9/13	<b>Review Syllabus and Assignments in class</b>	<b><u>On-Campus Class Meeting</u></b> <b>Tuesday, September 8, 2015</b> <b>5:30pm – 8:20pm</b> <b>Room (ENV 110)</b>
		<b>Class Lecture on the Exceptional Employee and Creating a Cover Letter</b>  <b><u>Online Module 2</u></b> Attitude, Goal Setting, and Life Management Chapter 1	Read Module: Module 2 & Chapter 1: Attitude, Goal Setting, and Life Management <b>Take Quiz in Module 2</b> The course module & quiz will open on Monday, September 7, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, September 13, 2015.
4	9/14-9/20	<b>Class Lecture on Creating an Effective Resume</b>	<b><u>On-Campus Class Meeting</u></b> <b>Tuesday, September 15, 2015</b> <b>5:30pm – 8:20pm</b> <b>Room (ENV 110)</b>
		<b><u>Online Module 3</u></b> Etiquette/Dress Chapter 4	Read Module: Module 3 & Chapter 4: Etiquette/Dress <b>Take Quiz in Module 3</b> The course module & quiz will open on Monday, September 14, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, September 20.
5	9/21-9/27	<b>Class Lecture on Interviewing Tips &amp; Techniques</b>	<b><u>On-Campus Class Meeting</u></b> <b>Tuesday, September 22, 2015</b> <b>5:30pm – 8:20pm</b> <b>Room (ENV 110)</b>
		<b><u>Online Module 4</u></b> Communication &	Read Module: Module 4 & Chapter 13: Job Search Strategies

		Electronic Communication Chapters 9 & 10	<p style="text-align: center;"><b>Take Quiz in Module 4</b></p> <p>The course module &amp; quiz will open on Monday, September 21, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, September 27, 2015.</p>
6	9/28-10/4	<p style="text-align: center;"><b>Class Lecture on Job Search Strategies</b></p> <p style="text-align: center;"><b>Online Module 5</b> Dealing with Change in the Workplace</p>	<p style="text-align: center;"><b>On-Campus Class Meeting</b> <b>Tuesday, September 29, 2015</b> <b>5:30pm - 8:20pm</b> <b>Room (ENV 110)</b></p>
			<p style="text-align: center;">Read Module: Module 5</p> <p style="text-align: center;"><b>Take Quiz in Module 5</b></p> <p>The course module &amp; quiz will open on Monday, September 28, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, October 4.</p>
			<p style="text-align: center;"><b>Resume Review Assignment</b></p> <p>A hospitality industry employer will review your resume through email and provide suggestions for improvement. After you have received the resume review from the employer, please revise your original resume based on the comments provided. After revising your resume, you will need to turn in copy of your original resume, the email from the employer with their comments for improvement, and your updated resume in Blackboard under the Assignments Dropbox.</p> <p style="text-align: center;"><b>Deadline to Email Your Original Resume to the Employer:</b> <b><u>Sunday, October 4</u></b></p>
			<p style="text-align: center;"><b>On-Campus Mock Interview Assignment</b></p> <p>You will need to schedule a 30 minute mock interview appointment with a Hospitality Employer by <b>Tuesday, September 29, 2015</b> during the last class meeting to participate in a practice mock interview.</p>
7	10/5-10/11	<p style="text-align: center;"><b>Online Module 6</b> Problem Solving and Making Decisions</p>	<p style="text-align: center;">Read Module: Module 6</p> <p style="text-align: center;"><b>Take Quiz in Module 6</b></p> <p>The course module &amp; quiz will open on Monday, October 5, 2015 morning at 12:01 a.m. and close at 11:59 p.m. on Sunday, October 11.</p>

8	10/12-10/18	<p align="center"><b><u>Online</u></b>  <b>MID-TERM EXAM</b>  <b>Wednesday, October 14, 2015</b></p> <p>The Mid-Term Exam will open on <b>Monday, October 14, 2015</b> at 12:01 a.m. and close at 11:59 p.m.</p>	<p align="center"><b><u>Online</u></b>  <b>MID-TERM EXAM</b>  <b>Wednesday, October 14, 2015</b></p> <p>The Mid-Term Exam will open on <b>Wednesday, October 14, 2015</b> at 12:01 a.m. and close at 11:59 p.m.</p> <p>Once you start the exam, you will have 2 hours to complete all of the questions.</p>
9	10/19-10/25	<p><b><u>Online Module 7</u></b>  Human Resources and Policies  Chapters 8</p>	<p>Read Module: Module 7 &amp; Chapter 8: Human Resources and Policies</p> <p align="center"><b>Take Quiz in Module 7</b></p> <p>The course module &amp; quiz will open on Monday, October 12, 2015 morning at 12:01 a.m. and close at 11:59 p.m. on Sunday, October 18.</p> <p><b><u>Thank You Email Due to Resume Review Employer</u></b>  You will need to send a professional thank you email to the employer who reviewed your resume through email and blind copy the Instructor in the email (dee.wilson@unt.edu)  <b><u>by Monday, October 19.</u></b></p>
10	10/26-11/1	<p><b><u>Online Module 8</u></b>  Time and Stress Management/  Organization Skills  Chapter 3</p>	<p>Read Module: Module 8 &amp; Chapter 3: Time and Stress Management/Organization Skills</p> <p align="center"><b>Take Quiz in Module 8</b></p> <p>The course module &amp; quiz will open on Monday, October 26, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, November 1.</p> <p><b><u>Resume Review Assignment Due this Week</u></b></p> <ul style="list-style-type: none"> <li>• Your original resume</li> <li>• The email from the employer with their written comments for improvements,</li> <li>• Your updated resume (Final Version)</li> </ul> <p><b><u>Upload these three documents in the Blackboard Assignment Drop box by 11:59pm on Sunday, November 1</u></b></p>

11	11/2-11/8	<p><b><u>Online Module 9</u></b>  Conflict and Negotiation  Chapter 12</p>	<p>Read Module: Module 9 &amp; Chapter 12: Conflict and Negotiation</p> <p style="background-color: red; color: white; text-align: center;"><b>Take Quiz in Module 9</b></p> <p>The course module &amp; quiz will open on Monday, November 2, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, November 8.</p> <p style="background-color: yellow; text-align: center;"><b><u>Mock Interviews on Campus this Week</u></b></p> <p>The mock interviews with industry employers will be this week in the UNT Career Center (Chestnut Hall, room 103). You will need to attend your pre-scheduled 30 minute mock interview on the date and time you signed up for. Please check the Blackboard class for the appointment schedule to see your scheduled appointment date and time.</p>
12	11/9-11/15	<p><b><u>Online Module 10</u></b>  Motivation, Leadership, and Teams  Chapter 11</p>	<p>Read Module: Module 10 &amp; Chapter 11: Motivation, Leadership, and Teams</p> <p style="background-color: red; color: white; text-align: center;"><b>Take Quiz in Module 10</b></p> <p>The course module &amp; quiz will open on Monday, November 9, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, November 15, 2015 midnight.</p> <p style="background-color: yellow; text-align: center;"><b><u>Thank You Email Due to Mock Interview Employer</u></b></p> <p>You will need to send a professional thank you email to the employer you met with in person at the mock interview appointment and blind copy the Instructor in the email (dee.wilson@unt.edu)  <i><b>by Monday, November 9.</b></i></p>

13	11/16-11/22	<p><b><u>Online Module 11</u></b> Ethics, Politics, and Diversity Chapter 5</p>	<p>Read Module: Module 11 &amp; Chapter 5: Ethics, Politics, and Diversity</p> <p style="text-align: center;"><b>Take Quiz in Module 11</b></p> <p>The course module &amp; quiz will open on Monday, November 16, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, November 22, 2015.</p>
14	11/23-11/29	<p><b><u>Online Module 12</u></b> Personal Financial Management Chapter 2</p>	<p>Read Module: Module 12 &amp; Chapter 2: Personal Financial Management</p> <p style="text-align: center;"><b>Take Quiz in Module 12</b></p> <p>The course module &amp; quiz will open on Monday, November 23, 2015 at 12:01 a.m. and close at 11:59 p.m. on Sunday, November 29, 2015.</p>
15	11/30-12/6	Study Week for Final Exam	Study Week for Final Exam

16	12/7-12/13	<p style="text-align: center;"><u>Online</u> <b>FINAL EXAM</b> <b>Monday, December 7, 2015</b></p> <p>The Final Exam will open on <b>Monday, December 7, 2015</b> at 12:01 a.m. and close at 11:59 p.m.</p>	<p style="text-align: center;"><u>Online</u> <b>FINAL EXAM</b> <b>Monday, December 7, 2015</b></p> <p>The Final Exam will open on <b>Monday, December 7, 2015</b> at 12:01 a.m. and close at 11:59 p.m.</p> <p>Once you start the exam, you will have 2 hours to complete all of the questions.</p>
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**COURSE ASSIGNMENTS AND INSTRUCTIONS:** *I strongly believe that it is your responsibility, as a student and a future career professional, to complete all assigned work and meet deadlines for this class. Therefore, all assignments must be submitted online in the Blackboard assignments drop box on the assigned due dates which are very well established in this schedule and in our Blackboard Learn class. **Late assignments will not be accepted and will result in a "0", except for the case of a documented and approved excuse (i.e. sickness confirmed by a physician, official school excuse).** Do not assume that a "late" assignment will be accepted. Additional assignment(s) may be added, if deemed appropriate by instructor. If you are not in class or online weekly and miss information on assignments such as changes and/or additions, it is your responsibility to seek out this information. All assignments must be typed with accuracy in spelling, punctuation, and grammar.*

#### **REQUIRED ASSIGNMENTS**

##### **RESUME REVIEW (100 points)**

You will be getting your resume reviewed by a hospitality employer through email. The employer will be assigned to you. You will need to submit your resume to your assigned employer sometime between Thursday, October 1 and Sunday, October 4, but no later than Sunday, October 4. If you email your resume to the employers after October 4<sup>th</sup>, major points will be lost for each day it is late. You will also need to blind copy (bc) Mrs. Wilson (dee.wilson@unt.edu) in this email. The employer will review your resume and then reply to your email with written comments on improvements that need to be made to your resume by Sunday, October 18.

For your resume review assignment, you will need to make improvements to your original resume based on the feedback received from the employer, as well as keeping mind the items that were discussed in class lecture on creating a resume. You will turn in your original resume that was emailed to the employer, the email from the employer with the written comments, and your updated resume.

##### **(Due Online in the Assignments Drop Box: Sunday, November 1)**

After you receive the employer email with feedback, you will need to send a thank you to the employer by responding to their e-mail. **This e-mail thank you must be sent no later than Monday, October 19. You will need to blind copy me in the thank you e-mail (dee.wilson@unt.edu).**

##### **MOCK INTERVIEW (100 points)**

You will need to schedule a 30 minute appointment for one of the times listed during the week of **November 2-5** to participate in a practice mock interview. You will need to either sign up by our last class meeting on Tuesday, September 29 or come to Mrs. Wilson's office (Chilton 355A) by 4:30pm Wednesday, October 28 to schedule your mock



interview. If you do not sign up by the October 28th deadline, you will not have an appointment for the mock interview assignment and will lose 80 points.

An industry employer will ask you specific interview questions which will be listed in Blackboard under the “Instructions for Assignments” link found on the Course Content page. Written comments and an evaluation will be provided based on your appearance, answers to questions, communication skills, professionalism, etc.

If you cancel the day of or do not show up to your scheduled mock interview, you will be expected to write a letter of apology and email it to the employer. This should be emailed no later than Monday, November 9 to the employer with a blind copy to me. Twenty points will be deducted from your final course grade if this e-mail is not sent by Monday, November 9. Your instructor has the discretion of approving or rejecting a request to reschedule the appointment. This will only be considered for “serious” reasons and with documentation (i.e. sickness confirmed by a physician, hospitalization).

It is mandatory to dress in professional business attire for this mock interview and treat as if it were a real interview. Since you will be meeting with an industry employer, it is **MANDATORY** that you dress in professional business attire (suit, nice dress pants or skirt with a top/shirt or in a dress – no spaghetti straps) for your appointment (no jeans, shorts, sweats or tight fitting attire). You will need to bring your resume with your most current information for the advisor and employer to review and provide feedback on. **Attire is part of the grade assignment- 50 points will be deducted from grade if you do not dress business professional (Suit & Tie).**



After the mock interview, you will need to send a thank you by e-mail to the employer that you had your mock interview with. **This e-mail thank you must be sent no later than Monday, November 9. You will need to blind copy me in the e-mail (dee.wilson@unt.edu).**

You will not have an assignment to turn in for the mock interview. Completing the mock interview is the assignment. Your grade will be determined on being on time and attending the mock interview and the rating scores provided by the employer on your mock interview evaluation.

### **ONLINE MODULE QUIZZES (360 points)**

Each week at the end of each teaching module, you will take a quiz. The quiz will contain questions that relate to content from both the textbook chapter and from the online material included in the teaching module.

These are timed quizzes. Be prepared before you begin the quiz so that you will not run out of time. **You will have 30 minutes to take each quiz, which are plenty of time if you are prepared and each quiz worth a total of 30 points. Only in the first quiz, students will have two attempts.** Remember to allow plenty of time to submit your quiz before the deadline. You will only have one opportunity to submit the quiz, so if you are not prepared, or run out of time, you will lose the points for the quiz.

Each week, after you have read all of the material in the teaching module and the chapter in the textbook, you will click on the quiz link to access the quiz at the end of each module. (Quizzes may also be accessed through the assessment icon on the left of your Blackboard Learn screen.) You will see the quiz for that week. Select your answer to each question, save each answer, and click on "Finish" to submit the entire quiz. Be sure that you answer every question, and that your answers are all saved, before you complete the submission process.

**NOTE:** Do not "Click" on the quiz link until you are ready to take it. Once it is open....that's it! There will be no resets, so be ready to take the quiz when you click on the link.

**There will not be any makeup quizzes** for improper submissions unless there are technical issues with the Blackboard program. The course modules will open on Monday morning at 12:01 a.m. and close at 11:59 p.m. on Sunday night. The quizzes must be submitted before 11:59 p.m. each Sunday evening.

**ONLINE MID-TERM AND FINAL EXAMS (80 points each for a possible total of 160)**

Mid-Term and Final exams are administered online. Exams will cover material presented in lectures, activities, assignments, texts, outside readings, guest speakers, and other indicated sources. Make-up exams are allowed only in the case of documented medical emergencies and documented UNT school activities.

Make-up exam and final exam will be allowed **only** for serious reasons, i.e.:

- A. Sickness (confirmed by physician)
- B. Schedule conflicts, official school excuse, (and then only if the faculty member in charge of the course is notified prior to scheduled exam time).

**EVALUATION CRITERIA**

A. Resume Review	100 points
B. Mock Interview	100 points
C. Mid-Term Exam	80 points
D. Final Exam	80 points
E. 12 Module Quizzes(30 points each)	360 points
F. 4 Required Class Meetings (50 points each)	200 points
<b>Total Points</b>	<b>920 Points</b>