

UNIVERSITY OF NORTH TEXAS
College of Merchandising, Hospitality & Tourism
Spring 2017

CMHT 2790.701 Hospitality Career Development
Mondays and Wednesdays 2:00p-3:20p LIFE A106

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Office Hours
Tuesdays 10:30a-12:00p
Thursdays 1:00p-2:30p
or by Appointment

COURSE DESCRIPTION

3 credit hours. Course examines the impact of business environments on personal and career effectiveness in the merchandising and hospitality fields. Topics include effective business communication, ethical decision making, and leadership development. Prerequisite(s): HMGT 1500 (may be taken concurrently); major in hospitality; and active UNT computer account. **Students must present a copy of their transcript either by e-mail in Blackboard or by the second class meeting indicating completion of the prerequisite with at least a "C" or better or be enrolled in one of the classes listed above during this semester. Please highlight the relevant class(es) on your transcript.**

REQUIRED TEXT

Anderson, L.E., and Bolt, S.B. *Professionalism: Real Skills for Workplace Success*, Fourth Edition.
Publication Date: January 2015 ISBN: 10:0-32-195944-2 ISBN: 13:978-0-32-195944-7

INSTRUCTIONAL METHODS

As a student enters their internship, they must be able to work independently and professionally with a range of employers. Through lecture, class presentations, industry dialogue, web-based modules, role play, case studies, and other experiential activities, 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 differently 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

Course Schedule and Assignment Information (Subject to Change)
Spring 2017 – 2:00p-3:20p – LIFE A106
CMHT 2790.701 Hospitality Career Development

WEEK	CLASS MEETINGS	CLASS LECTURE TOPICS	ASSIGNMENTS/ACTIVITIES DUE DATES
1	Wednesday, January 18	Review Syllabus & Assignments	Email your Unofficial Transcript by Thursday, January 19 to dee.wilson@unt.edu – Class Pre-Requisite Requirements must be checked.
2	Monday, January 23 & Wednesday, January 25	Creating a Cover Letter Creating a Cover Letter Continued & The Exceptional Employee	
3	Monday, January 30 & Wednesday, February 1	Writing an Effective Resume Writing an Effective Resume Continued	Assignment Due: Cover Letter Turn in under the “Assignments Drop Box” in Blackboard by 11:59pm on Sunday, February 5.
4	Monday, February 6 & Wednesday, February 8	Interview Preparation and Techniques Interview Preparation and Techniques Continued	
5	Monday, February 13 & Wednesday, February 15	Creating an Elevator Speech Senior Internship Search and Course Guidelines (CMHT 4790)	Assignment Deadline: Your original resume must be emailed in a “Word” document to your assigned employer sometime between Thursday, February 16 and Sunday, February 19 (no later than February 19).
6	Monday, February 20 & Wednesday, February 22	Job Search Strategies Job Search Strategies Continued	Assignment Due: Employer Research Turn in under the “Assignments Drop Box” in Blackboard by Sunday, February 26.
7	Monday, February 27 & Wednesday, March 1	Salary Negotiation How to Stand Out at a Career Fair	
8	Monday, March 6 & Wednesday, March 8	Guest Speaker on Financial Management Mid-Term Exam	Assignment Deadline: Your resume review thank you email to the employer must be sent by Monday, March 6. You must also blind copy (bc) Mrs. Wilson in the email.

	March 12-18	SPRING BREAK WEEK – NO CLASSES	
9	Monday, March 20 & Wednesday, March 22	Techniques on Preparing & Giving Presentations Effective Communication Hospitality Career Expo 10a-2p, Union Ballroom 314	Assignment Due: Resume Review Turn in under the “Assignments Drop Box” in Blackboard by 11:59pm on Sunday, March 26.
10	Monday, March 27 & Wednesday, March 29	Guest Speaker – Performance Appraisals and Getting Promoted Class Industry Guest Speaker - To be determined	Assignment Information: Please refer to the course instructions for the mock interview assignment on page 4 of this course calendar. Assignment Deadline: The deadline to sign up for your mock interview appointment is by 4:30pm on <u>Monday, March 27</u> . If you are not signed up by this deadline, you will not be able to complete this assignment.
11	Monday, April 3 & Wednesday, April 5	Teamwork Leadership <u>Mock Interviews this Week:</u> Attend your Pre-Scheduled Mock Interview Appointment in the Career Center this week (Monday, April 3; Tuesday, April 4; or Wednesday, April 5).	Assignment Due: Your LinkedIn assignment is to be completed by 11:59pm on Sunday, April 9.
12	Monday, April 10 & Wednesday, April 12	Conflict and Resolution Hospitality Alumni/Industry Panel	Assignment Deadline: Your mock interview thank you email to the employer you met with must be sent by <u>Monday, April 10</u> . You must also blind copy (bc) Mrs. Wilson in the email.
13	Monday, April 17 & Wednesday, April 19	Working with Different Generations Values/Ethics	
14	Monday, April 24 & Wednesday, April 26	Decision Making and Problem Solving Techniques Dealing with Change in the Workplace	

15	Monday, May 1 & Wednesday, May 3	Attitudes in the Workplace (Blackboard Online – No in person class meeting) Mid-Term Exam Make-up Day	Assignment Due: Attitudes in the Workplace Online Module. Complete in Blackboard on Monday, May 1 by 11:59pm.
16	Monday, May 8	Final Exam – 1:30p-3:30p	

Course Assignments and Instructions

Cover Letter (50 points)

You will be provided several job descriptions to choose one to write a cover letter to sell yourself to that one job description selected. You will need to write a one page cover letter that addresses how your paid and unpaid experiences relate to the duties and qualifications of the job description. Your grade will be determined on how well you sell yourself to the information in the description, your interest in and what you know about the company, as well as accurate spelling and grammar. This assignment should be typed, single-spaced in a formal business letter format, and 10-12 point font.

(Due Online under the Assignment Drop Box: Sunday, February 5 by 11:59pm)

Employer Research (80 points)

Choose a company within your chosen career field to conduct research on. You will then answer specific questions related to your research from the assignment handout. Please review all of the instructions and information listed on the assignment handout which will be provided in class.

(Due Online under the Assignments Drop Box: Sunday, February 26 by 11:59pm)

Resume Review (80 points)

- (1) Your resume will be reviewed by email with an assigned employer. You will need to submit your resume to your assigned employer in a "Word" document sometime between Thursday, February 16 and Sunday, February 19. If you email your resume to the employer after Sunday, February 19, eight points (10%) will be deducted for submitting it late. You will also need to blind copy (bc) the instructor (dee.wilson@unt.edu) in this employer email submission.
- (2) The employer will review your resume and reply to your email by Sunday, March 5 with specific comments on improvements that need to be made to your resume.
- (3) After you receive the employer's email with feedback, you must send a thank you email back to the employer no later than Monday, March 6. You will also need to blind copy (bc) the instructor (dee.wilson@unt.edu) in the thank you email. This thank you email is worth 10% of your grade. Points will be deducted for each day late.
- (4) Once you receive a response back from the employer, you will need to make improvements to your original resume based on the feedback received, as well as keeping in mind information that was discussed in the class lecture on creating a resume. You will turn in a copy of your original resume along with the employer's comments for improvement, and also your revised, final version of your resume. Please label the three documents submitted clearly (i.e. Original Resume, Employer Resume with Feedback, and Updated Resume).

(Due Online under the Assignments Drop Box: Sunday, March 26 by 11:59pm)

Mock Interview (80 points)

- (1) You will need to schedule a 30 minute appointment on either **April 3, 4, or 5** to participate in a practice mock interview. You will need to sign up in class by **Monday, March 27** to schedule your mock interview. If you do not sign up by the **March 27th deadline**, you will not have an appointment for the mock interview assignment and will lose 80 points.
- (2) An industry employer will ask you specific interview questions which some of will be provided to you in class prior to the mock interview day. The employer will provide written comments and evaluation scores based on your appearance, answers to questions, communication skills, professionalism, handshake, etc.
- (3) If you cancel the day of or do not show up to your scheduled appointment, you will be expected to write an apology by email to the employer. This should be emailed no later than **Monday, April 10** to the employer with a blind copy to the instructor (dee.wilson@unt.edu). Twenty points will be deducted from your final course grade if this e-mail is not sent by **Monday, April 10**. Your instructor has the discretion of approving or denying 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, etc.).
- (4) Please treat this mock interview 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 (suite, nice dress pants or skirt with a top/shirt, jacket, or in a dress – no spaghetti straps or sleeveless blouses) 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 employer. **Attire is part of the grade assignment – 20 points will be deducted from your grade if you do not dress in business professional attire.**
- (5) After the mock interview, you will need to send a thank you by email to the employer that you had your mock interview with. **This email thank you must be sent no later than Monday, April 10. You will need to blind copy the instructor in the email (dee.wilson@unt.edu).**
- (6) 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 attending the mock interview, being on time, and the rating scores/comments provided by the employer on your mock interview evaluation sheet.

LinkedIn (50 points)

You will create/update a LinkedIn profile to market yourself more effectively. A handout with instructions will be provided in class for this assignment.

(Due Online in the Assignments Drop box: Sunday, April 9 by 11:59pm)

Attitudes in the Workplace Online Module in Blackboard (30 points)

We will not be meeting for class on Monday, May 1. You will need to complete the online module for Attitudes in the Workplace in Blackboard on May 1st. The module will be open at 12:00am and close at 11:59pm. This module must be accessed and completed on Monday, May 1 and will only be available on that day. If you miss completing the module on May 2nd, there will not be another opportunity to complete it.

(Due Online and Available Only on Monday, May 1 by 11:59pm)

Major Exams - Two exams will be given during the fall semester. The mid-term exam will be worth up to 50 points and the final exam up to 75 points.

Extra Credit

- (1) If you attend a total of 20 lecture classes for the entire class period (**between January 30 through April 26**), you will be eligible to receive **10 points of extra credit**. Exam days are not included. You must be on time to class and attend the entire class period for each of the 20 lecture classes to receive the extra credit.

Grading Scale – 495 Points Possible to Earn

(Final Grades are not rounded up)

A = 445.5 to 495 points

B = 396 to 445.4 points

C = 346.5 to 395 points

D = 297 to 346.4 points

F = 296 points and below