

UNIVERSITY OF NORTH TEXAS
COLLEGE OF MERCHANDISING, HOSPITALITY, & TOURISM
Summer 2016
HMGT 2860.001: Management Foundations in the Hospitality Industry

Instructor: Joe O'Donnell, Ed.D.
Email: joseph.odonnell@unt.edu or mo07201954@aol.com
Phone: 832.334.9360
Office: Chilton - TBD
Office Hours: Monday & Tuesday 1:50 - 2:15 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 you having to make unnecessary visits to my office.

Class Time & Location: Monday, Tuesday, Wednesday, and Thursday 12:00 – 1:50pm in Hickory 252

Required Texts and Materials

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).

In addition to the above textbook other materials may be placed on reserve in library, distributed in class, or uploaded on blackboard for which the student will be responsible for.

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 principle of management and new management paradigm 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.

Objectives will be measured through exams, and individual student assignments

Methods of Instruction

This course will utilize a number of different methods to maximize the learning potential for the student including class lectures, readings, projects and observations.

Grading	Total Points
*Exams (3 exams and 1 cumulative Final)	225
Project	140
Hospitality International Career	
Current Event	15
Quizzes	55
In-class Assignments and Participation	35
Total	470

Scale:
≥ 423 A ☺
≥ 376 B
≥ 329 C (<i>required for Hospitality majors</i>)
≥ 282 D ☹

* **If you have a total of at least 118 points out of the possible 125 points between exams 1, 2, and 3 you may elect to not take the cumulative final and have your course grade based on 370 points. (All eligible students will be notified after exam 3 grades are posted)**

- **Extra Credit opportunities will be announced and given upon the completion of assignment during the semester.**

Students may monitor individual progress on Blackboard. Notify instructor of any discrepancies in grades within one week of posting.

Course Webpage & On-line Communication

The course website is located at Blackboard (Bb) Learn (<https://learn.unt.edu/>). In order to log on to your Bb, you will need your UNT Login and Password. The Learn Bb is intended to enhance class communications, and therefore it **does not** replace regular class sessions and face-to-face appointments with the Instructor. This site provides the following functions:

- Syllabus and Schedule
- Handouts – Class notes, supplementary readings, team projects guidelines, Assignments, quizzes, and exam hints.
- Grade – Attendance, assignment, quiz, extra-credit, project, and exam
- Discussions – Express your views regarding current and contemporary issues and exchange your ideas with your team members and other classmates.

- Email – Communicate freely without having to remember other’s e-mail accounts.

The course learn Bb is only open to students registered in this course and can only be used for the purpose of this course. You are expected to check the site on a regular basis. **I strongly recommend you to check your student e-mail (e.g., denton.northtexas@my.unt.edu) with a regular basis. I may announce the cancellation of class, a change of class time and room, and other important information you may need to know for this course. *It is not a responsibility of instructor to send an email for students to check class’ announcements/changes.**

No make-ups for exams. Assignments and projects will not be accepted late. Exceptions to the above and/or grade assignment of “Incomplete” at discretion of the instructor for only the most extenuating circumstances and require documentation. Specific guidelines and parameters for assignments are addressed below. All in-class assignment details will be provided when assigned. Guidelines for all projects and assignments must be followed to receive full credit. All assignments are to be word processed (unless otherwise noted) and free from grammatical and spelling errors. Excessive grammatical and spelling errors will cause points to be deducted.

Current Event

Each student must submit one current event about leadership or management in the hospitality industry. This is worth 15 points. This assignment must be submitted on blackboard along with a valid web link or a scanned copy of the article.

This assignment will consist of a scanned printed article or active web link relevant to any leadership or management topic **and** the hospitality industry with a 1-page word processed summary of the article’s key points (in your own words), description of its relevance to the course, and how this news would be used by someone in the industry. Sources should be no more than 1 year old – preferably even more current.

The current event may be turned in any time on or before start of class on July 18.

Group Project:

Details to be given by the third week of class, however the group project will consists of several different components including an in class presentation.

Class Policies

Assignments

Always keep 1 copy of assignments/projects for your records. Assignments and projects will not be accepted late. All assignments should submitted online via Blackboard unless specified differently on assignment and are due by the start of class on due date noted on the syllabus.

Exams

Three Exams (Exam I, II, & III) will be given during the semester: each exam will cover about 3 - 4 chapters. Exams will cover all material presented in lectures, class activities, quizzes and assignments, projects, text, reading assignments, guest speakers, and other indicated sources.

The final exam is comprehensive and is REQUIRED if you do not have at least 118 points of the possible 125 total points on previous three exams. As previously noted no make-up exams will be given unless arrangements are made with the instructor's approval for extenuating circumstances. You must bring a #2 pencil on exam days.

Please use the rest room before the test. You may not leave the room during exams.

Quizzes

There will be an online quiz for almost all material (chapters) we cover in this course. All quizzes will be timed, open for only a specified time and allowed to be taken once. If you missed the time window to take exam you will not be allowed to make it up.

Attendance

Attendance will be monitored and is **MANDATORY**.

You are allowed TWO unexcused absences. On the 3rd unexcused absence you will lose 1 letter grade automatically for this course (ex: if you earned a B you will get a C in this course). **On your 4th unexcused absence you will lose 2 letter grades** (ex: if you earned a B you will get a D in this course). **On your 5th absence you will receive an F.**

No Exceptions!

Excused absences require a written explanation and include only documented emergencies (ex: hospitalization, death in family, etc.), university excused/sponsored events (you are provided an excused slip from the dean of students), or a CMHT event. All documentation for excused absences must be provided to the instructor no later than one week after excused absence. Failure to provide an explanation within this time frame will deem it unexcused.

Students are expected to attend class on time and stay the entire period. Attendance will be taken at beginning of class, if you are late you have been marked as absent and you should see the instructor at the end of class to be counted as present. Once class begins it is the student's responsibility to be sure their attendance has been recorded correctly. Excessive tardiness (Being tardy by more than 10 minutes or coming tardy after being warned from coming tardy too often) will result in being considered absent for that day. In class assignments including quizzes cannot be made up. Assignments will be announced in class and posted on blackboard with due dates accordingly

Participation

Class participation is strongly encouraged. You must be prepared to discuss all material assigned. All students are subjected to being called upon to discuss assigned materials.

ADDITIONAL CLASSROOM POLICIES:

Turn off cell phones during class. If your cell phone is required, inform instructor **prior** to class and set the device to vibrate.

Use of laptops / Tablets in class are not allowed for lectures in this course. You may use them when working on groups projects during class times that allotted for such

ACCEPTABLE STUDENT BEHAVIOR

Student behavior is expected to be respectful of both other students and faculty. Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu

The College of Merchandising, Hospitality and Tourism requires that students respect and maintain all university property. Students will be held accountable through disciplinary action for any intentional damages they cause in classrooms. (e.g., writing on tables). Disruptive behavior is not tolerated (e.g., arriving late, leaving early, sleeping, talking on the phone, texting or game playing, making inappropriate comments, ringing cellular phones/beepers, dressing inappropriately).

ACADEMIC DISHONESTY

Academic dishonesty includes, but is not limited to, the use of any unauthorized assistance in taking quizzes, tests, or exams; dependence upon the aid of sources beyond those authorized by the instructor, the acquisition of tests or other material belonging to a faculty member, dual submission of a paper or project, resubmission of a paper or project to a different class without express permission from the instructors, or any other act designed to give a student an unfair advantage. Plagiarism includes the paraphrase or direct quotation of published or unpublished works *without* full and clear acknowledgment of the author/source. Academic dishonesty will bring about disciplinary action which may include expulsion from the university. This is explained in the UNT Student Handbook.

It is assumed that all work done for credit will be the result of the individual's or authorized group's unaided effort. Anyone who either gives or receives unauthorized assistance in the preparation of work at home or during tests in class will be the subject to disciplinary action under the provisions of the University of North Texas. Cheating on tests or plagiarism of any assignment will result in a failing grade in the course. Your submission of any assignment will provide assurance that you have *neither given nor received* any unauthorized help in its preparation.

Students are forewarned that all opportunities for violations will be closely scrutinized and that violators will be subject to appropriate disciplinary action according to the policies set for by University of North Texas. For further details on UNT's academic dishonesty policy please refer to the student handbook

Vision of the Hospitality & Tourism Management Program

To be a global leader in advancing education, creating knowledge, and shaping the hospitality and tourism professionals of the future.

Mission of the Hospitality & Tourism Management Program

Educating students for leadership in the global hospitality and tourism industries and advancing the profession through excellence in teaching, research, and service.

Program Learning Outcomes

Upon graduating with a Bachelor of Science in Hospitality and Tourism Management, students will be able to:

1. Demonstrate basic knowledge of theoretical constructs pertaining to the hospitality and industries.
2. Apply the basic principles of critical thinking and problem solving when examining hospitality and tourism management issues.
3. Apply technical aspects of the hospitality and tourism industry.
4. Demonstrate professional demeanor, attitude, and leadership needed for managerial positions in the hospitality industry.

ACADEMIC REQUIREMENTS

Beginning Fall 2013, students entering UNT who wish to pursue the Bachelor of Science with a major in Hospitality and Tourism Management enter as pre-majors. To declare a major in hospitality management, a student must have completed at least 45 hours of college course work, including HMGT 1420, HMGT 1470, HMGT 1500, HMGT 2280, HMGT 2480, HMGT 2790 and HMGT 2860, have a cumulative UNT GPA of at least 2.5, and have completed at least 100 documented work hours in the hospitality industry. A grade of C or above must be earned in each merchandising and hospitality management course completed in residence or transferred to UNT. This includes all courses with prefixes CMHT, MDSE, HFMD, DRTL and HMGT.

Pre-majors who have completed these requirements and who have a cumulative GPA of at least 2.5 may file a formal application for major status. Approved majors may then enroll in those advanced courses designated “hospitality majors/minors only.”

- Continuing students majoring in Hospitality and Tourism Management are required to have a minimum grade point average of at least 2.35 on all courses completed at UNT.
- A grade of C or above must be earned in each merchandising, digital retailing, hospitality and tourism management course completed in residence or transferred to UNT.

Academic requirements for graduation with a BS from the College of Merchandising, Hospitality and Tourism include:

- A minimum of 2.5 grade point average in the professional field, with minimum grades of C required in all CMHT, MDSE, HFMD, DRTL and HMGT courses.
- A minimum of 2.5 grade point average in all courses completed at UNT.
- A minimum of 2.5 grade point average in all work attempted, including transfer, correspondence, extension and residence work.

Important for Timely Graduation

A prerequisite is a course or other preparation that must be completed before enrollment in another course. All prerequisites are included in catalog course descriptions. It is very

important that you work with your advisor to be sure you are sequencing courses correctly (rather than taking courses scheduled at a convenient time) to avoid delayed graduation. Ultimately, it is a student's responsibility to ensure they have met all prerequisites before enrolling in a class. Students who have not met prerequisites will not be allowed to remain in a course. Once classes begin, students often have few, if any, options for adding a different course, which can be an issue for financial aid.

For additional information regarding requirements and policies, refer to the Undergraduate Catalog.

FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS (SAP) UNDERGRADUATES

A student must maintain Satisfactory Academic Progress (SAP) to continue to receive financial aid. Students must maintain a minimum 2.0 cumulative GPA in addition to successfully completing a required number of credit hours based on total registered hours per semester. Students cannot exceed attempted credit hours above 150% of their required degree plan. If a student does not maintain the required standards, the student may lose financial aid eligibility.

If at any point you consider dropping this or any other course, please be advised that the decision to do so has the potential to affect your current and future financial aid eligibility.

Please visit <http://financial.aid.unt.edu/satisfactory-academic-progress-requirements> for more information about financial aid Satisfactory Academic Progress. It may be wise for you to schedule a meeting with your CMHT academic advisor or visit the Student Financial Aid and Scholarships office to discuss dropping a course before doing so.

ACADEMIC ADVISING

- All pre-majors are required to meet with their Academic Advisor and receive an advising code to register for classes *each semester*. ALL students should meet with their Academic Advisor at least one time per semester (Fall & Spring). It is important to update your degree plan on a regular basis to ensure that you are on track for a timely graduation.
- **Advising Contact Information (Chilton Hall 385 – 940.565.4635):**

Jaymi Wenzel	Hospitality Management A-K
Philip Aguinaga, M.Ed.	Hospitality Management L-Z
Kelly Ayers, M.Ed.	Home Furnishings & Digital Retailing

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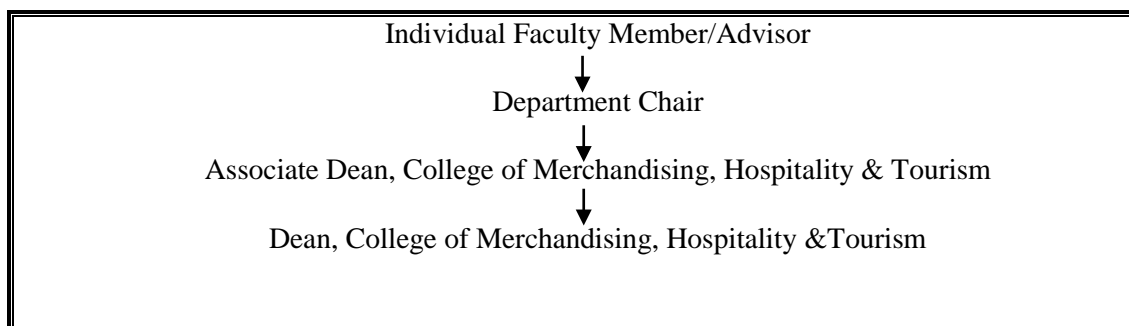
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Payment Deadline

It is imperative that students have paid for all enrolled classes. **Please check your online schedule daily through the 12th class day (February 2) to insure you have not been dropped for non-payment of any amount.** Students unknowingly have been dropped from classes for various reasons such as financial aid, schedule change fees, parking fees, etc. CMHT will not be able to reinstate students for any reason after the 12th class day regardless of situation. It is the student's responsibility to ensure all payments have been made.

ACADEMIC ORGANIZATIONAL STRUCTURE

Understanding the academic organizational structure and appropriate Chain of Command is important when resolving class-related or advising issues. When you need problems resolved, please follow the step outlined below:



OFFICE OF DISABILITY ACCOMMODATIONS

The University of North Texas and the College of Merchandising, Hospitality and Tourism make reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact them by phone at 940.565.4323.

COURSE SAFETY STATEMENTS

Students in the College of Merchandising, Hospitality and Tourism are urged to use proper safety procedures and guidelines. While working in laboratory sessions, students are expected and required to identify and use property safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions and hot and cold products. Students should be aware that the University of North Texas is not liable for

injuries incurred while students are participating in class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider obtaining Student Health Insurance for this insurance program. Brochures for this insurance are available in the UNT Health and Wellness Center on campus. Students who are injured during class activities may seek medical attention at the UNT Health and Wellness Center at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your plan covers treatment at this facility. If you choose not to go to the UNT Health and Wellness Center, you may be transported to an emergency room at a local hospital. You are responsible for expenses incurred there.

TUTORING SERVICES

UNT offers free tutoring services through the Learning Center <http://learningcenter.unt.edu/tutoring>. Please go to the Learning Center website to sign up. In addition, as their service project, Eta Sigma Delta (ESD) International Hospitality Management Honor Society members have offered their time to tutor Hospitality and Tourism Management students. If you need tutoring, please contact Dr. Kim at hospitalitytutoring@yahoo.com. Place the following message in the Subject line of the e-mail: URGENT!!! Need Tutoring. In the body of the message, include your cell phone number and the number and name of the class with which you need help. Dr. Kim will then contact the Tutoring Coordinator of ESD and provide your e-mail information and cell phone information. An ESD member will then contact you directly to help you identify a tutor. Please remember that this is a VOLUNTEER service. The ESD students will make every effort to meet your needs, but they may be unable to accommodate your schedule or the specific topic with which you need help. This service is only available during the Fall and Spring semesters; it is not available during the summer sessions.

STUDENT EVALUATION OF TEACHING EFFECTIVENESS (SETE)

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available at the end of the semester to provide students a chance to comment on how this class is taught. Student feedback is important and an essential part of participation in this course.

FINAL EXAM POLICY

Final exams will be administered at the designated times during the final week of each long semester and during the specified day of each summer term. Please check the course calendar early in the semester to avoid any schedule conflicts.

August 8, 2016: 12:00 – 1:50 pm in Hickory 252

ACCESS TO INFORMATION

As you know, your access point for business and academic services at UNT occurs within the my.unt.edu site www.my.unt.edu. If you do not regularly check Eagle Connect or link it to your favorite e-mail account, please so do, as this is where you learn about job and internship opportunities, CMHT events, scholarships, and other important information. The website that explains Eagle Connect and how to forward your email: <http://eagleconnect.unt.edu/>

COURSES IN A BOX

Any Hospitality and Tourism Management equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all UNT Hospitality and Tourism Management degree plan requirements are met. For example, courses that are taken online or from a program that offers course material via CD, booklet, or other manner of correspondence must have prior advisor approval. This includes “courses in a box” from other educational institutions (HMGT 4250, HMGT 4820, etc.). “Courses in a box” do not meet the UNT Hospitality and Tourism Management degree plan requirements and will not be approved.

IMPORTANT NOTICE FOR F-1 STUDENTS TAKING DISTANCE EDUCATION COURSES

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in multiple on-campus experiential components for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student’s responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Advising Office. The UNT International Advising Office has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, students should contact the UNT International Advising Office (telephone 940-565-2195 or email international@unt.edu) to get clarification before the one-week deadline.

DROPPING AN ONLINE COURSE

A student needing to drop an online course should send their instructor an email with their name, student ID#, reason for dropping a course, and date you are sending the email. This *must be done prior to the UNT deadline to drop a course*.

If approved, the instructor will contact the Director of CMHT Advising in Chilton 385 where you may obtain a signed drop form. **It is your responsibility to turn in the completed drop slip to the UNT Registrar’s office before the deadline to make sure you have been dropped from the course with a “W”.** If you are taking only online courses and your instructor approves the drop, please contact the CMHT Director of Advising for instructions.

EMERGENCY NOTIFICATION & PROCEDURES

UNT uses a system called Eagle Alert to quickly notify you with critical information in an event of emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all active faculty staff, and students. Please make certain to update your phone numbers at www.my.unt.edu. Some helpful emergency preparedness actions

include: 1) ensuring you know the evacuation routes and severe weather shelter areas, determining how you will contact family and friends if phones are temporarily unavailable, and identifying where you will go if you need to evacuate the Denton area suddenly. In the event of a university closure your instructor will message you through Blackboard to communicate with you assignments, homework, etc.

I will post any emergency announcements on Blackboard should the need arise and it is your responsibility to check these on blackboard. Do not solo rely on email notifications of such announcements.

Revisions:

The instructor reserves the right to revise this syllabus and list of requirements when, in his judgment, such revision will benefit the advancement of the course goals and objectives.

Your success is very important me, if I cannot help please check out:

<https://success.unt.edu>

Tentative Class Schedule*

Week	Date	Topics <i>(You should be prepared by reading the material in text before the day it is discussed.)</i>	Misc.
		Class Introduction Chapter 1: Managing Organizational Change	Online quiz due by start of next class
		Chapter 2: The Changing Nature of Leadership and Management	Online quiz due by start of next class
		Chapter 3: The Quest for Quality Assign group project Review for Exam 1 Group Project Meeting (if time allows)	
		Exam I – Chapter 1 – 3 Group Project Meetings	
		Chapter 4: Continuous Improvement – Process and Tools	Online quiz due by start of next class Current event assignment due by start of class today

		Chapter 5: Power and Empowerment Start - Chapter 6: Communication Skills	Online quiz due by start of next class
		Career Expo – Mandatory Attendance CLASS CANCELLED PER UNIVERSITY CLOSURE	Hospitality International Career Development Conference & Career Expo This week
		Chapter 6: Communication Skills (continued) In Class activity Brief Review for Exam II Exam II – Chapters 4-6 to be completed ONLINE via BLACKBOARD by SUNDAY 11:59pm on March 15.	Online quiz for CHAPTER 6 due by FRIDAY, MARCH 13 at 5:30 pm
		Group Progress meetings	Groups should be prepared to meet with Prof. Dubin during class to give verbal progress reports.
		Chapter 7 – Goal Setting, Coaching and Conflict – Management Skills Chapter 8: High Performance Teams	Online quiz (2) due by start of next class
		Chapter 9: Diversity in Workplace Possible Guest Lecturer/Speaker today Chapter 10: Strategic Career Planning	Online quiz due by start of next class
		Chapter 11: Ethics Review For Exam III	Online quiz due by start of next class
		Exam III – Chapters 7-11	Projects due by 8:45pm today

		Group meetings	
		Presentations	
		Review For FINAL EXAM	
		FINALS WEEK - Exam #4 5:30 – 7:30 pm in CHILTON 345	