



HMD 351 HUMAN RESOURCE MANAGEMENT IN THE HOSPITALITY INDUSTRY

CONTACT INFORMATION

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COURSE DESCRIPTION

The study of management and human resource systems common in the hospitality industry including: restaurants, hotels, institutions, and tourism. (3 credit hours)

COURSE OBJECTIVES

After successful completion of this course the student will be able to:

1. Know theoretical aspects of human resource management and leadership;
2. Apply human resource management and leadership concepts to the hospitality environment;
3. Describe the roles and responsibilities of a supervisor in the hospitality industry;
4. Discuss laws and legal guidelines that regulate the human resource function;
5. Discuss the importance of ethics throughout the human resource management system;
6. Understand recruitment and selection processes;
7. Explain the importance of an effective performance appraisal system;
8. Explain the relationship between employee motivation and quality leadership.

Students in Nutrition and Dietetics concentration may identify how HMD 351 and other required courses help fulfill competencies (knowledge and skills) set by The Academy of Nutrition and Dietetics at <http://www.wku.edu/HMD/dietetics/index.php>

COURSE MATERIALS

1. **Required Text:** John R. Walker and Jack E. Miller (2017). *Supervision in the Hospitality Industry*, 8th Ed., Hoboken, NJ: John Wiley & Sons. ISBN: 978-1-119-14846-3.
2. Additional required readings, power point slides, assignments, etc. will be posted on Blackboard (<http://blackboard.wku.edu>).

COMMUNICATION

Email is the fastest and preferred way to contact the instructor. Students will receive a reply within 48 hours unless the instructor notified of other arrangements. When sending an email, the subject line must have the course number followed by the topic. For example: HMD 351 – Question about Homework 3. All course communications to students will be sent ONLY to the student's official WKU email account.

BLACKBOARD

This course will be presented using Blackboard software. If you are not familiar with Blackboard, please complete the Blackboard Student User Training. To sign up, go to Blackboard and sign in, and click the IT Training tab (top, toward the right, black with white writing). Look for IT Blackboard Student User Training– you will gain instant access upon signing up. **Please use the Full-Site instead of Mobile App** for checking assignments, due dates, and grades/feedback. Also, Blackboard submissions may be added in the Mobile App, but it is the student's responsibility to verify posting in the full-site. The App's are not comprehensive and are only a tool to supplement the full-site.

BLACKBOARD HELP/WKU IT HELPDESK

If you experience any technical difficulty with Blackboard, please contact the Helpdesk by calling them at 270-745-7000 or clicking the Helpdesk button in your Blackboard course menu.

SIMPLE TIPS TO BE SUCCESSFUL:

1. Log on to the course website minimum of 3 times per week to check announcements, discussion boards, and due dates.
2. Keep up with weekly reading assignments.
3. Review the PowerPoint slides provided for each chapter.
4. Submit assignments on time.
5. Participating actively in discussion board topics.
6. Do not plagiarize! – Please see page 5 for more details.

COURSE REQUIREMENTS

1. Discussion Board Assignments

This course requires that each student participate in class discussions. There will be weekly discussion questions in which students will be required to participate. Email to instructor will NOT be considered class discussion. **Students will need to post *their response to the question(s)* and *reply to THREE other student postings* by respective due dates.** Your grade for discussions will be based both on quantity and quality. *Responses must reflect an understanding of the theories, concepts, and terminologies in each chapter's content.*

2. Exams

All exams must be completed **before 11:59pm** on their respective due dates. There will be three examinations for the course – all will be taken through Blackboard. The exams will be timed and students will have 70 minutes to complete it. The format of the exam will be one or in combination of the following: multiple choice, true/false, and short answer questions. The exams will cover only the materials since the previous exam and/or as indicated by the instructor.

Students are responsible for securing reliable Internet access for the exams. To prevent the work from being lost, students should save answers to each question by clicking the save answer button next to each question. Students will need to be aware that exiting the exam will not stop the clock. Because students have only 70 minutes to complete the exam, *students are encouraged to study prior to taking them as it will not be possible to perform well while searching through copious notes.* Exam dates are as follows:

- Exam 1 – **Feb 23 (Thu) – Feb 26 (Sun)**: Ch. 1, 2, 3, 4, and materials covered
 - Exam 2 – **Mar 30 (Thu) – Apr 2 (Sun)**: Ch. 5, 6, 7, 8, 9, and materials covered
 - Exam 3 – **May 8 (Mon) – May 11 (Thu)**: Ch. 10, 11, 12, 13, 14 and materials covered
- Note: Exam dates are subject to change.*

3. Homework Assignments

All homework assignments must be submitted before 11:59pm (midnight) on their respective due dates. All students are expected to work independently. *Late work will not be accepted without prior permission from the instructor.* Additional handouts and information regarding specific guidelines for each assignment will be posted in Blackboard. Format for all assignments is double-spaced, Times New Roman font, 12 pitch, one-inch margins and APA style.

NOTE: Difficulty with technology will not be accepted as an excuse for late work. All assignments are posted well in advance of the due date. Do not procrastinate! If Blackboard is down or you lose Internet connection at the time you are trying to submit a paper, email me a copy of the paper with an explanation of why it is not going on Blackboard *immediately*.

GRADING AND EVALUATION

Introduction	10 Points
Discussion Board Discussion (30 points each x 9)	270 Points
Exams (90 points each x 3)	270 Points
Assignments	
• Job Analysis	50 Points
• Leadership Paper	100 Points

TOTAL: 700 Points

The letter grade for the course will be as follows: 700–630 = A, 629–560 = B, 559–490 = C, 489–420 = D and less than 419 = F. Periodic, unannounced classroom activities, quizzes, or assignments may be added, deleted or points adjusted, and be figured into the final grade.

Academic Dishonesty

Students are responsible for understanding WKU's academic dishonesty policy (see WKU undergraduate catalog, www.wku.edu/undergraduatedcatalog/), which states: "Students who commit any act of academic dishonesty may receive from the instructor a failing grade in that portion of the coursework in which the act is detected or a failing grade in the course without possibility of withdrawal. The faculty member may also present the case to the Office of Judicial Affairs for disciplinary sanctions."

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person's ideas without giving proper credit) will result in a failing grade (an "F") and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified.

- Cheating—No student shall receive or give assistance not authorized by the instructor in taking an examination or in the preparation of an assignment or other projects that are submitted for grading.
- Plagiarism— *Students are expected to do their own work. There are ample opportunities to cheat in an online class, don't make the mistake of thinking that the instructor is not looking carefully at students' works.* To represent written work taken from another source as one's own is plagiarism. Plagiarism is a serious offense. The academic work of a student must be his/her own. One must give any author credit for source material borrowed from him/her. To lift content directly from a source without giving credit is a flagrant act. To present a borrowed passage without reference to the source after having changed a few words is also plagiarism.

Services for Students with Disabilities

Students with disabilities who require accommodations for this course must contact the Office for Student Accessibility Resource Center in DSU 1074. The phone number is 745-5004 and email is sarc@wku.edu. Please DO NOT request accommodations directly from the instructor without a letter of accommodation from the Office for Student Accessibility Resource Center.

The Learning Center (TLC)

TLC provides free peer-to-peer course specific tutoring. Currently enrolled WKU undergraduate students should make appointments for one-on-one or group tutoring via our online scheduling system. In addition to tutoring course specific content, TLC offers assistance with academic skill areas such as note taking, time management, test taking skills, etc. Please visit the TLC's website (www.wku.edu/tlc) for more details.

Spring 2016 Course Schedule (Tentative)*

Week	Topics	Readings	Assignments & Due Dates
Week 1	Introduction		Introduction to Class – Jan 26 (Thu) /Replies – Jan 29 (Sun)
Week 2	The Supervisor as Manager	Chapter 1	Discussion 1 – First reply: Feb 3 (Fri) Replies to other students: Feb 5 (Sun)
Week 3	The Supervisor as Leader	Chapter 2	Discussion 2 – First reply: Feb 10 (Fri) Replies to other students: Feb 12 (Sun)
Week 4	Communicating Effectively	Chapter 4	Discussion 3 – First reply: Feb 17 (Fri) Replies to other students: Feb 19 (Sun)
Week 5	Planning, Organizing, and Goal Setting	Chapter 3	
	EXAM 1: Chapters 1, 2, 3, 4		Feb 23 (Thu) – Feb 26 (Sun)
Week 6	Equal Opportunity Laws and Diversity	Chapter 5	Discussion 4 – First reply: Mar 3 (Fri) Replies to other students: Mar 5 (Sun)
Week 7	Recruitment, Selection, and Orientation	Chapter 6	Discussion 5 – First reply: Mar 10 (Fri) Replies to other students: Mar 12 (Sun)
Week 8	Performance Effectiveness	Chapter 7	Spring Break
Week 9	Employee Motivation	Chapter 8	Discussion 6 – First reply: Mar 24 (Fri) Replies to other students: Mar 26 (Sun)
Week 10	Supervising Teams	Chapter 9	
	EXAM 2: Chapters 5, 6, 7, 8, 9		Mar 30 (Thu) – Apr 2 (Sun)
Week 11	Employee Training and Development	Chapter 10	Discussion 7 – First reply: Apr 7 (Fri) Replies to other students: Apr 9 (Sun)
Week 12	Conflict Management	Chapter 11	Job Analysis due Apr 15 (Sun)
Week 13	Discipline	Chapter 12	Discussion 8 – First reply: Apr 21 (Fri) Replies to other students: Apr 23 (Sun)
Week 14	Decision Making and Control	Chapter 13	Discussion 9 – First reply: Apr 28 (Fri) Replies to other students: Apr 30 (Sun)
Week 15	Delegating	Chapter 14	Leadership Paper due May 7 (Sun)
Week 16	EXAM 3: Chapters 10, 11, 12, 13, 14		May 8 (Mon) – May 11 (Thu)

* Please note that this is a tentative schedule, and subject to change. Changes to the schedule will be announced in class and through e-mail. It is the student's responsibility to keep track of announced schedule changes.