Course Syllabus
Hospitality Human Resource Management
HAMG 1324

Semester with Course Reference Number (CRN)	Semester: Fall 2013 (6141) 8/26/13 - 10/20/13 CRN: 59788
Instructor contact information (phone number and email address)	Ezat Moradi 713-718-6072 713-718-6073 Ezat.moradi@hccs.edu
Office Location and Hours	1301 Alabama- Room 101 J Available by appointment. Call or Email
Course Location/Times	Distance Education; two on campus tests at Central College, JBW building room 205.
Course Semester Credit Hours (SCH) (lecture, lab) If applicable	Credit Hours: 3 Lecture Hours: 3 Laboratory Hours: External Hours:
Total Course Contact Hours	48.00
Course Length (number of weeks)	8
Type of Instruction	Lecture
Course Description:	A study of the principles and procedures of managing people in the hospitality workplace.
Course Prerequisite(s)	**FREQUENT REQUISITES** • MATH 0306 (Basic Math Pre-Algebra) • GUST 0341 (7th -9th Grade Reading) • ENGL 0300 or 0347

Academic Discipline/CTE Program Learning Outcomes	1. Evaluate functional systems i.e., accounting, finance, marketing and management in the lodging and travel industry 2. Apply human, financial, technical and facilities resource management into food service/lodging and travel operations 3. Demonstrate problem solving and critical thinking by applying skills and knowledge to different contexts in the hospitality and travel industry
Course Student Learning Outcomes (SLO): 4 to 7	1. Describe the procedures involved in recruiting, interviewing, selecting, hiring, training, developing, and terminating employees 2. List and describe factors that influence human resource policies and procedures, such as government regulations, ethical considerations and organizational culture 3. Identify and articulate the impact values, behaviors, and traditions of diverse cultures and individuals have on the hospitality work environment 4. Describe the impact of human resource management policy on hospitality organization productivity, efficiency, and viability
Learning Objectives (Numbering system should be linked to SLO - e.g., 1.1, 1.2, 1.3, etc.)	**Describe the procedures involved in recruiting, interviewing, selecting, hiring, training, developing, and terminating employees** 1. Identify techniques and approaches to employment interviewing 2. Perform job analysis, write job descriptions, and job specifications 3. Identify sources for recruiting. Summarize important considerations of internal and external recruiting. 4. Analyze common selection methods 5. Compare the advantages and disadvantages of several performance appraisal systems 6. Evaluate the effectiveness of various individual and group incentive programs 7. Discuss compensation: pay structures, motivation, benefits and incentive and EAP programs 8. Compare common approaches to employee discipline and understand possible consequences of each 9. Provide guidelines for employee discharge and terminations **List and describe factors that influence human resource policies and procedures, such as government regulations, ethical considerations and organizational culture** 1. Discuss the authority of the Occupational Safety and Health Administration, including the implications of the OSHA Hazardous Communication Standard 2. Identify the components of sexual harassment and how to prevent it in the work environment 3. Understand the history, philosophy and other basics of social responsibility programs 4. Describe federal and state laws and regulations relating to human resources management 5. Analyze employee health and safety issues as well as the programs designed to address them 6. Understand the effect of the Americans with Disabilities Act on employment and employment related practices **Identify and articulate the impact values, behaviors, and traditions of diverse cultures and individuals have on the hospitality work environment** 1. Describe the process of assessing training needs and implementation of training programs tailored to address diverse cultures and learning styles in a global work environment 2. Define management strategies for cross-cultural operations **Describe the impact of human resource management policy on hospitality organization productivity, efficiency, and viability** 1. Define the purpose and benefits of new employee orientation and the need for

	employee handbooks in the work place 2. Develop an understanding of progressive discipline and the significance of management involvement 3. Recognize and critique the importance of prescreening job applicants and identify the possible negative consequences that may occur if this phase of the hiring process is not completed 4. Critically analyze the importance of an effective performance appraisal system and how this is implemented throughout a business 5. Identify and evaluate key factors that define the labor market and labor pool and its effect on the hospitality industry workforce
SCANS and/or Core Curriculum Competencies: If applicable	SCANS **Describe the procedures involved in recruiting, interviewing, selecting, hiring, training, developing, and terminating employees** Foundation Skills - Basic -Reading Foundation Skills - Basic -Writing Foundation Skills - Basic -Listening Foundation Skills - Basic -Speaking Foundation Skills - Thinking -Decision Making Workplace Competencies - Information -Acquires & Evaluates **List and describe factors that influence human resource policies and procedures, such as government regulations, ethical considerations and organizational culture** Workplace Competencies - Systems -Understands Systems **Identify and articulate the impact values, behaviors, and traditions of diverse cultures and individuals have on the hospitality work environment** Workplace Competencies - Information -Interprets & Communicates **Describe the impact of human resource management policy on hospitality organization productivity, efficiency, and viability** Workplace Competencies - Systems -Understands Systems Workplace Competencies - Systems -Improves & Designs Systems
Instructional Methods	Distance (100%)
Student Assignments	**Describe the procedures involved in recruiting, interviewing, selecting, hiring, training, developing, and terminating employees** See consolidated list below **List and describe factors that influence human resource policies and procedures, such as government regulations, ethical considerations and organizational culture** See consolidated list below **Identify and articulate the impact values, behaviors, and traditions of diverse cultures and individuals have on the hospitality work environment** See consolidated list below **Describe the impact of human resource management policy on hospitality organization productivity, efficiency, and viability** Discussions Projects Homework Exercises Readings
Student Assessment(s)	**Describe the impact of human resource management policy on hospitality organization productivity, efficiency, and viability** Various assigned readings from textbooks

	Quizzes/Tests which may include: definitions, matching, multiple choice, true/false, short answer, brief essay *This serves as the consolidated list of Assessment tools used to evaluate CSLO's
Instructor's Requirements	Although this is a Distance Education course but students are required to take two on campus scheduled tests at Central College in room 205 at JBW building. Please see the schedule for the test dates when you log on at the beginning of semester on August 26.
Program/Discipline Requirements: If applicable	**DE ORIENTATIONS** Orientation is mandatory for all Distance Education courses. Nearly all orientations are online. They can be found on the DE homepage under Course Resources. In the online orientation, students will receive a greeting from the professor, class syllabus, technical requirements for HCC's Learning Management System (Eagle Online), the DE Student Handbook, and a student Data Form that must be submitted. **CLASS ATTENDANCE** As stated in the HCC Catalog, all students are expected to attend classes regularly. Students in DE courses must log into their Eagle Online class and actively participate or they will be counted as absent. Just like an on-campus class, your regular participation is required. Although it is the responsibility of the student to withdraw officially from a course, the professor also has the authority to block a student from accessing Eagle Online, and/or to withdraw a student for excessive absences or failure to participate regularly. DE students who do not log into their class by the Official Day of Record will be AUTOMATICALLY dropped for non-attendance. Completing the DE online orientation does not count as attendance. **VIRTUAL CLASSROOM CONDUCT** As with on-campus classes, all students in HCC Distance Education courses are required to follow all policies and procedures in the HCC Student Handbook, and relevant sections of the Texas Education Code when interacting and communicating in a virtual classroom with their professor and fellow students. Students who violate these policies and guidelines will be subject to disciplinary action that could include denial of access to course-related email, discussion groups, and chat rooms or even removal from the class. If an in-person orientation is required, it will be held at the HCC Administration Building at 3100 Main, unless otherwise noted. Call 713.718.5275 Option 1 if you need more information about in-person orientations or directions. **SCHOLASTIC DISHONESTY** The DE Department follows the HCC policies on scholastic dishonesty. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion. Please refer to the HCC Student Handbook for details.

HCC COURSE WITHDRAWAL POLICY

Beginning Fall 2007, the State of Texas imposes penalties on students who withdraw/drop courses excessively. Students are limited to no more than SIX total course withdrawals throughout their educational career at a Texas public college or university. Students are encouraged to review the HCC 6 Drop Policy.

To help you avoid having to withdraw from any class, contact your DE professor regarding your academic performance. You may also want to contact your DE counselor to learn about helpful HCC resources (e.g. online tutoring, child care, financial aid, job placement, etc.)

HOW TO DROP

• If a student decides to withdraw from a class upon careful review of other options, the student can withdraw online prior to the deadline through their HCC Student Center.

• HCC and/or professors will withdraw students for excessive absences without notification (see Class Attendance below).

• Students should check HCC's Academic Calendar by Term for withdrawal dates and deadlines. Classes of other duration (flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar's Office at 713.718.8500 to determine withdrawal deadlines for these classes. For this semester, withdrawal from the class and this must be done prior to September 30, 2013 to receive a "W" on your transcript. After the deadline, you will receive the grade you are making in the class which will more than likely be an "F".

INCOMPLETES

The DE Department follows the HCC policies on Incompletes. Incompletes are at the discretion of the professor. Consult your professor's syllabus for his/her policy on incompletes.

FINAL GRADE OF FX

Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline may either be dropped by their professor for excessive absences or be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Logging into a DE course without active participation is seen as non-attending.

Please note that HCC will not disperse financial aid funding for students who have never attended class. Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress.

GRADE APPEAL PROCEDURE

A student has a right to appeal a grade that the student believes was contrary to procedures as specified in the course syllabus or was based on bias, caprice, or computational or clerical error. The DE Department follows the HCC Grade Appeal Procedure.

INSTRUCTIONAL MATTERS

The DE Department does not supervise professors nor make decisions regarding instructional matters such as assignments and grades. Rather, individual college departments consisting of the professor, academic department chair, and/or dean(s) handle these matters. If you are unable to reach your professor in attempting to resolve an instructional issue, you may contact the DE Instructional Support Specialist listed on your course syllabus.

ABILITY SERVICES

Houston Community College is committed to providing an accessible and supportive environment for students with disabilities. In compliance with Section 504 of the Rehabilitation Act and under the Americans with Disabilities Act, Disability Support Services at each college within the Houston Community College District is responsible for arranging reasonable accommodations for all qualified students with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.). Students who need to arrange reasonable accommodations must contact Disability Services at the respective college. It is recommended that students meet with an ADA Counselor at least 60 days prior to the beginning of each term. Faculty are authorized to provide only the accommodations requested by the ADA Counselor. The Ability Service Department is the disability support services office at Central College. This department also includes Interpreting and CART Services and both assist students with physical, learning, or emotional disabilities in developing independence and self-reliance.
Students with Disabilities are urged to contact the Ability Services Department at least 30-60 days prior to the first day of class
For questions, you may contact the following ADA Counselors at Central Campus: Jaime Torres - 713.718.6164; Martha Scribner - 713.718.6164. Ability Services Department, LHSB Room 106, 1300B Holman (T) 713-718-6164, (F) 713-718-6179, web address: http://www.hccs.edu/hccs/future-students/disability-services

INTERNATIONAL STUDENTS

Contact the International Student Office at 713.718.8520 if you have questions about your visa status. Only one online class can be counted towards the full time course load requirement.

VETERANS

Students receiving Veteran benefits are eligible to enroll in DE classes. Contact the Veterans Office at 713.718.8522.

NEW MENINGITIS VACCINATION REQUIREMENT

New HCC students and former HCC students returning after an absence of at least one fall or spring semester who are under the age of 30 are required to present a physician-signed certificate showing they have been vaccinated against bacterial

	meningitis. The immunization must be administered at least 10 calendar days before the start date of your classes and must have been received within the last five years. Otherwise you may be blocked from registration. There are few exemptions. For more information: New Meningitis Vaccination Requirement. **COMPLAINTS AND GRIEVANCES** Students may submit a complaint through the AskDECounseling online help form. DE does not supervise professors nor does it make decisions regarding instructional matters. Issues or complaints about professors or courses will be directed to the respective academic department (professor, academic chair, academic dean). Please consult the HCC Student Handbook, regarding formal grievance procedures. **PARKING RULES AND REGULATIONS** All HCC students are required to have a parking permit displayed on the dashboard of their cars. Students can obtain their parking permits though their Self Service within the Student System on the HCC website. Once in the Student Center, click the link "Parking Access" in the Personal Information section located at the bottom of the page. Fill out the registration form for the parking permit and then hit print. The permit is good for a year. For more information on Required Parking Permits please call (713) 718-7557
HCC Grading Scale:	A = 100- 90 4 points per semester hour B = 89 - 80: 3 points per semester hour C = 79 - 70: 2 points per semester hour D = 69 - 60: 1 point per semester hour 59 and below = F 0 points per semester hour FX (Failure due to non-attendance) 0 points per semester hour IP (In Progress) 0 points per semester hour W (Withdrawn) 0 points per semester hour I (Incomplete) 0 points per semester hour AUD (Audit) 0 points per semester hour IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses. FINAL GRADE OF FX: Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline may either be dropped by their professor for excessive absences or be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Logging into a DE course without active participation is seen as non-attending. Please note that HCC will not disperse financial aid funding for students who have never attended class. Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension,

	and satisfactory academic progress. To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA. *Health Sciences Programs Grading Scales may differ from the approved HCC Grading Scale. For Health Sciences Programs Grading Scales, see the "Program Discipline Requirements" section of the Program's syllabi.*
Instructor Grading Criteria	Discussion question assignments 30% Midterm 33% Final exam 33% DE orientation bonus point 1%
Instructional Materials	Supervision in the Hospitality Industry: Leading Human Resources, 7th Edition by John R. Walker, Jack E. Miller ISBN 978-1118071786
HCC Policy Statement:	
Access Student Services Policies on their Web site:	http://hccs.edu/student-rights
EGLS3 -- Evaluation for Greater Learning Student Survey System	At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.
Distance Education and/or Continuing Education Policies	
Access DE Policies on their Web site:	http://de.hccs.edu/Distance_Ed/DE_Home/faculty_resources/PDFs/DE_Syllabus.pdf
Access CE Policies on their Web site:	http://hccs.edu/CE-student-guidelines