

GEORGE MASON UNIVERSITY  
School of Recreation, Health, and Tourism

**TOUR 450: HOSPITALITY HUMAN RESOURCES MANAGEMENT (3)  
SPRING 2013**

DAY/TIME:	M 7:20 pm – 10:00 pm	LOCATION:	Robinson Hall B202
PROFESSOR:	Gustavo Serbia	EMAIL ADDRESS:	<a href="mailto:gserbia@gmu.edu">gserbia@gmu.edu</a>
OFFICE LOCATION:	N/A	PHONE NUMBER:	N/A
OFFICE HOURS:	N/A	FAX NUMBER:	N/A

**PREREQUISITES**

PRLS 410

**COURSE DESCRIPTION**

Reviews concepts and methods related to the achievement of strategic business goals through employee recruitment, training and development.

**COURSE OBJECTIVES**

At the completion of this course, students should be able to:

- 1) explain the role of human resource managers in a the hospitality environment;
- 2) articulate the influence of employment laws;
- 3) assess staffing needs;
- 4) identify recruitment strategies;
- 5) prepare training programs
- 6) develop compensation strategies;
- 7) identify workplace health and safety standards; and
- 8) explain the nature of organized labor unions

**COURSE OVERVIEW**

Instructional techniques include: lectures, readings, class activities, homework assignments, a semester project, a midterm, and a final examination. This course is Blackboard based for announcements and additional material provided by the professor.

**NATURE OF COURSE DELIVERY**

Face to face

**STUDENT MAJOR RESPONSIBILITIES:**

- a. Students are responsible for attending all classes, taking notes, and obtaining other materials provided by the instructor, taking tests, conducting a team presentation and completing assignments as scheduled by the instructor.
- b. Students are responsible for monitoring their grades and any changes of syllabus communicated by the instructor.
- c. Behaviors that disrupt other students' learning are not acceptable (e.g., arriving consistently late for class; cell phone use, reading non-course related materials, eating during class, or social conversation during class).

**REQUIRED READINGS**

Ninemeier, J., & Hayes, D. (2009). Human resource management in hospitality. John Wiley and Sons.  
Publication Manual of the American Psychological Association (6<sup>th</sup> ed.). (2010). Washington DC: APA

## CLASS ATTENTDENCE AND PARTICIPATION:

Attendance will be taken at the end of each class meeting. It is your responsibility to sign the class attendance sheet, even if you are late to class. My record of attendance is official and final. I will take attendance for all class meetings, not including exam dates or other dates noted on the schedule.

**Students missing class due to severe illness and family emergency should contact the instructor ahead of time and provide him with verification document.** No points can be made up for an absence. If a student comes to a class more than 15 minutes late, s/he will be considered absent for that class. In the case that a student comes to a class less than 15 minutes late but shows a consistent pattern of being late (3 and more times), being late 3 times will equal one absence

## EVALUATION

This course will be graded on a point system, with a total of 100 possible points.

Requirements	Points	
Attendance and Participation	Only 2 absences per semester shall be excused. More than 3 absences will result in a percentage point reduced. More than 5 absences results in grade discount (accounts for 5% of the total 10%). Participation in this class is strongly required as this will contribute to the quality of the class and your benefits from it (accounts for 5% of the total 10%).	10
Homework and Quizzes	Homework, TBD Each Week - 5% 7 graded quizzes - 5% (top 5 of 6)	10
Mid-term Exam	Closed book exam covering Chapters 1-5.	20
Presentation & Individual Paper	3 min individual in class presentation. Please also post files on BB. (5%) Minimum of 5 pages double-spaced text. Times New Roman 12 pt., plus references and appendix in APA style of writing, covering the topic you select. (10%)	15
Group Project	Minimum of 7 pages double-spaced text (excluding references and appendix) in APA style of writing, covering the topic of your presentation or an aspect of it researched in detail. <b>Due on April 29.</b>	25
Final Exam	Closed book Exam Covering Chapter 6-13	20
<b>TOTAL</b>		<b>100</b>

*Note: Faculty reserves the right to change the requirements for these assignments.  
All written assignments should be submitted electronically in a Microsoft Word format.*

Participation in class discussion is very important. Please prepare for class by reading the assigned material. **We will also have a weekly discussion on blackboard, it is required that you make a minimum of one contribution per week.** Your grade for class participation will be based on my judgment of the consistency with which you *participate constructively* and *show leadership* in class discussion and activity. Please note that class discussion includes interacting with your classmates. When I am leading case discussions, please turn computers, phones, tables and any other electric devices that might be distracting or distract your classmates.

## GRADING SCALE

A = 94 – 100	B+ = 88 – 89	C+ = 78 – 79	D = 60 – 69
A- = 90 – 93	B = 84 – 87	C = 74 – 77	F = 0 – 59
	B- = 80 – 83	C- = 70 – 73	

## TENTATIVE COURSE SCHEDULE

DATES		TOPIC / ACTIVITY		READINGS / ASSIGNMENTS DUE
M	January	21	No Class	-
M	January	28	Overview of Human Resources Management (HRM)	Chapter 1
M	February	4	The Legal Environment of HRM	Chapter 2
M	February	11	HRM: Policies and Procedures	Chapter 3
M	February	18	Employee Recruitment and Selection	Chapter 4
M	February	25	First Impressions and an Ethical Foundations	Chapter 5
<b>M</b>	<b>March</b>	<b>4</b>	<b>Mid-Term Exam</b>	<b>Chapters 1 - 5</b>
<b>M</b>	<b>March</b>	<b>11</b>	<b>MARCH 11 – 17 SPRING BREAK</b>	-
M	March	18	Planning Training Programs	Chapter 6
M	March	25	Delivering and Evaluating Training	Chapter 7
M	April	1	Compensation Programs	Chapter 8
M	April	8	Performance Management and Appraisal	Chapter 9
M	April	15	Employee Health and Safety	Chapter 10
M	April	22	Role of HR in Strategic Planning and Organizational Change	Chapter 11
M	April	29	Critical Issues in Human Resources Management	Chapter 12 / Group Projects Due
M	May	6	HR: Planning for Global Expansion	Chapter 13
M	May	13	Final Exam	Chapters 6 - 13

*Note: Faculty reserves the right to alter the schedule as necessary.*

### *Student Expectations*

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://academicintegrity.gmu.edu/honorcode/>].
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/1301gen.html>].
- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.
- Students are expected to exhibit professional behaviors and dispositions at all times.

### *Campus Resources*

- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu/>].

- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See <http://writingcenter.gmu.edu/>].
- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu>].

CORE VALUES COMMITMENT: The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles.

