

GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

TOUR 450 – 002 —Hospitality Human Resources Management
Spring 2014

DAY/TIME:	M 7:20 pm – 10:00 pm	LOCATION:	Krug Hall 242
PROFESSOR:	Gustavo Serbia	EMAIL ADDRESS:	gserbia@gmu.edu
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, and examinations. This course is Blackboard based for announcements and additional material provided by the professor.

NATURE OF COURSE DELIVERY

Face to face, online.

STUDENT MAJOR RESPONSIBILITIES:

- a. Students are responsible for attending all classes, taking notes, and obtaining other materials provided by the instructor, taking tests, 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

- Managing Hospitality Human Resources. , Fifth Edition. Woods, Johanson, and Sciarini,

CLASS ATTENDANCE 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.

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	Only 2 absences per semester shall be excused. More than 3 absences will result in 2 points deducted per absence. More than 5 absences results in 0 points.	26
Discussion Board	Participate in Poll/discussion board (15 in total).	75
Quizzes	Three Quizzes, 25 points each.	75
Research Project	Prepare a literature review of an HRM topic of current interest. This research paper should provide a review and an analysis of the topic of interest. Minimum of 10 pages double-spaced text (excluding references and appendix) in APA style of writing. Due on April 28.	100
Tests	Four Tests (Multiple Choice, short answers and essay)	400
TOTAL		676

*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.

GRADING SCALE

A = 635 to 675	B+ = 594 to 607	C+ = 527 to 539	D = 405 to 472
A- = 608 to 634	B = 567 to 593	C = 500 to 526	F = 0 to 471
	B- = 540 to 566	C- = 473 to 499	

TENTATIVE COURSE SCHEDULE

DATES		TOPIC / ACTIVITY		READINGS
M	January 20	No Class		-
M	January 27	Employment Laws and Applications		Chapter 1
M	February 3	Job Analysis and Design		Chapter 2
M	February 10	Planning and Recruiting		Chapter 3
M	February 17	Selection / Quiz 1		Chapter 4
M	February 24	1st Test (chapters 1 to 4) / Orientation, Socialization, and Culture		Chapter 5
M	March 3	Training and Development		Chapter 6
M	March 10	MARCH 11 – 17 SPRING BREAK		-
M	March 17	Evaluating Employee Performance		Chapter 7
M	March 24	2nd Test (chapters 5 to 7) / Compensation Administration		Chapter 8
M	March 31	Incentive and Benefits Administration / Quiz 2		Chapter 9
M	April 7	Labor Unions		Chapter 10
M	April 14	Negotiations and Collective Bargaining		Chapter 11
M	April 21	3rd Test (chapter 8 to 11) Health, Safety, and EAPs		Chapter 12
M	April 28	Turnover, Discipline, and Exits / Quiz 3 / Research Paper Due		Chapter 13

DATES			TOPIC / ACTIVITY	READINGS
M	May	5	Social Responsibility and Ethics	Chapter 14
M	May	12	4th Test (chapters 12 to 14)	Chapters 6 - 13

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

GMU Policies

The following section must be included in your syllabus

Student Expectations

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://oai.gmu.edu/honor-code/>].
- 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/policies/responsible-use-of-computing/>].
- 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.

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/>].

PROFESSIONAL BEHAVIOR: Students are expected to exhibit professional behaviors and dispositions at all times.

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.

