

GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

TOUR 450 – 002 —Hospitality Human Resources Management
Spring 2016

DAY/TIME:	T 7:20 pm – 10:00 pm	LOCATION:	xxxxx
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.

Further, upon completion of this course, students will meet the following professional accreditation standards:

National Flashes of Insight Association (NFIA)

8.21	Understanding of and the ability to analyze thought processes
8.22	Understanding of procedures and techniques for assessment

NATURE OF COURSE DELIVERY

Face to face and online. **AT LEAST 4 SESSIONS WILL BE CONDUCTED ONLINE. ACCESS DETAILS WILL BE PROVIDED.**

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

- Strategic Hospitality Human Resources Management, Melvin R. Weber / Dori Finley Dennison, ISBN-10: [0135087058](#) • ISBN-13: [9780135087053](#) ©2015 • Prentice Hall • Paper, 216 pp

CLASS ATTENDANCE AND PARTICIPATION:

Attendance will be taken at the end of each class meeting. 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 675 possible points.

Requirements		Points
Attendance / Online	Only 2 absences per semester shall be excused. Three (3) or more absences will result in 4 points deducted per absence. Five (5) or more absences results in 0 points.	75
Career Fair	Participation / Attendance to Career Fair (Feb. 25 6 pm to 8:30 pm)	25
Weekly Assignments	Answer 2 discussion questions per week (6 points per week)	55
Quizzes	Four Quizzes – Vocabulary Only, 50 points each.	200
Tests	Two Tests. 100 points each.	200
Group Project	Min. 10 pages (max. 15) double-spaced (excluding references and appendix) in APA style of writing, covering the topic of your presentation. A peer evaluation is part of the group project (60 points out of the 125)	120
TOTAL		675
Extra Credit	Self-Analysis Report: An essay about your perceived (or real) strengths and weaknesses, with evidence or facts to support them, as well as ways to highlight and/or respond to these during interviews. 2,500 words max.	Up to 15 points

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+	= 654 to 675	B+	= 594 to 611	C+	= 534 to 551	D+	= 474 to 491	F	= 0 to 431
A	= 630 to 653	B	= 570 to 593	C	= 510 to 533	D	= 450 to 473		
A-	= 612 to 629	B-	= 552 to 569	C-	= 492 to 509	D-	= 432 to 449		

TENTATIVE COURSE SCHEDULE

Week	DATES	TOPIC / ACTIVITY	IN CLASS
Part I - The Need for Strategic Human Resources Management			
1	TH January 21	Syllabus Review / Expectations / Chapter 1 - Introduction to Strategic Human Resources in the Hospitality Industry	
Part II – Traditional Hospitality Human Resources Functions			
2	TH January 28	Chapter 2 - Laws Affecting Selection in Hospitality Organizations	In class time – Group Project
3	TH February 4	Chapter 3 - Laws Affecting Hospitality Workplaces	
4	TH February 11	Chapter 4 - Planning for Staffing / Intro to Predictive Index (PI)	QUIZ #1 (VIA BLACKBOARD)
5	TH February 18	Chapter 5 - Selecting Employees	Note: Career Fair: Feb. 25, 6 p to 8:30 p
6	TH February 25	Chapter 6 - Training and Development Systems	TEST #1 (VIA BLACKBOARD) In class time – Group Project
	TH March 3	SPRING BREAK	
7	TH March 10	Chapter 7 - Performance Management Systems	QUIZ #2 (VIA BLACKBOARD)
8	TH March 17	TEST #1	TEST #1 (VIA BLACKBOARD)
9	TH March 24	Chapter 8 - Reward and Compensation Systems	In class time – Group Project
10	TH March 31	Labor Relations / Health & Safety	QUIZ #3 (VIA BLACKBOARD)
Part III – Skills Needed to Be a Strategic Partner			
11	TH April 7	Chapter 9 - Individual Skills / Chapter 10 - Interpersonal Skills	In class time – Group Project
12	TH April 14	Chapter 11 - Organizational Skills / Chapter 12 - Continuous Renewal	
13	TH April 21	Group Projects Presentations, Part 1	Quiz #4 / Extra Credit Assignment Due
14	TH April 28	Group Projects Presentations, Part 2	
15	TH May 5	TEST #2 – Will not gather in classroom	TEST #2 (VIA BLACKBOARD)

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/the-mason-honor-code/>].
- Students with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services and inform their instructor, in writing, as soon as possible. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor [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.

