

George Mason University
College of Education and Human Development
Hospitality, Tourism and Events Management

TOUR 450 002 – Hospitality Human Resources Management
3 Credits, Spring 2018
Hybrid Course, Planetary Hall 206, Fairfax Campus

Faculty

Name: Brandon Royal
Classroom: Planetary Hall 206, Fairfax Campus
Class time: Mondays, 6:00pm-7:15pm
Office Hours: By Email
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Prerequisites/Corequisites

Undergraduate level PRLS 410

University Catalog Course Description

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

Course Overview

This course is will provide the student with a broad, basic foundation in Human Resources Management for the hospitality industry. Students will discuss, understand and develop strategies to overcome obstacles, institute cultural change and align teams around the philosophy of joint accountability and its impact on the human resources environment.

Course Delivery Method

This course will be delivered using a “hybrid” format. This course will involve both lectures and online activity, using an asynchronous format via Blackboard Learning Management system (LMS) housed in the MyMason portal. You will log in to the Blackboard (Bb) course site using your Mason email name (everything before @masonlive.gmu.edu) and email password. The course site will be available on January 22nd, 2018.

Under no circumstances, may candidates/students participate in online class sessions (either by phone or Internet) while operating motor vehicles. Further, as expected in a face-to-face class meeting, such online participation requires undivided attention to course content and communication.

Technical Requirements

To participate in this course, students will need to satisfy the following technical requirements:

- High-speed Internet access with a standard up-to-date browser, either Internet Explorer or Mozilla Firefox is required (note: Opera and Safari are not compatible with Blackboard).
- Students must maintain consistent and reliable access to their GMU email and Blackboard, as these are the official methods of communication for this course.
- Students will need a headset microphone for use with the Blackboard Collaborate web conferencing tool. [Delete this sentence if not applicable.]
- Students may be asked to create logins and passwords on supplemental websites and/or to download trial software to their computer or tablet as part of course requirements.
- The following software plug-ins for PCs and Macs, respectively, are available for free download:
 - Adobe Acrobat Reader: <https://get.adobe.com/reader/>
 - Windows Media Player:
<https://windows.microsoft.com/en-us/windows/downloads/windows-media-player/>
 - Apple Quick Time Player: www.apple.com/quicktime/download/

Expectations

- Course Week:
- We will meet on Monday evenings between 6:00pm and 7:15pm. In addition to our class lecture, our online week will start on Monday mornings, and finish on Sundays at 11:59PM.
- Log-in Frequency:
Students must actively check the course Blackboard site and their GMU email for communications from the instructor, class discussions, and/or access to course materials at least 7 times per week. Please note well: Students who log into the course Blackboard site and check their email for communication from the course instructor and classmates more frequently tend to earn better grades in the course.
- Participation:
Students are expected to actively engage in all course activities throughout the semester, which includes viewing all course materials, completing course activities and assignments, and participating in class discussions and group interactions.
- Technical Competence:
Students are expected to demonstrate competence in the use of all course technology. Students who are struggling with technical components of the course are expected to seek assistance from the instructor and/or College or University technical services.
- Technical Issues:
Students should anticipate some technical difficulties during the semester and should, therefore, budget their time accordingly. Late work will not be accepted based on individual technical issues.

- Workload:
Please be aware that this course is **not** self-paced. Students are expected to meet *specific deadlines* and *due dates* listed in the **Class Schedule** section of this syllabus. It is the student's responsibility to keep track of the weekly course schedule of topics, readings, activities and assignments due.
- Instructor Support:
Students may schedule a one-on-one meeting to discuss course requirements, content or other course-related issues. Those unable to come to a Mason campus can meet with the instructor via telephone or web conference. Students should email the instructor to schedule a one-on-one session, including their preferred meeting method and suggested dates/times.
- Netiquette:
The course environment is a collaborative space. Experience shows that even an innocent remark typed in the online environment can be misconstrued. Students must always re-read their responses carefully before posting them, so as others do not consider them as personal offenses. *Be positive in your approach with others and diplomatic in selecting your words.* Remember that you are not competing with classmates, but sharing information and learning from others. All faculty are similarly expected to be respectful in all communications.
- Accommodations:
Online learners who require effective accommodations to insure accessibility must be registered with George Mason University Disability Services.

Learner Outcomes or Objectives

This course is designed to enable students to do the following:

- 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
- 9) understand the concept of joint-accountability
- 10) develop increased self awareness as it relates to their professional lives

Professional Standards

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

Required Texts

1. Strategic Hospitality Human Resources Management, Melvin R. Weber / Dori Finley Dennison, ISBN-10: 0135087058 • ISBN-13: 9780135087053 ©2015 • Prentice Hall • Paper, 216 pp
2. The Oz Principle: Getting Results Through Individual and Organizational Accountability, Roger Connors, Tom Smith, Craig Hickman, ISBN-13: 9781591843481

Course Performance Evaluation

Students are expected to submit all assignments on time in the manner outlined by the instructor.

1. 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.
2. Students are responsible for monitoring their grades and any changes of syllabus communicated by the instructor.
3. 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).

Assignments and/or Examinations

All assignments, unless otherwise announced by the instructor, **MUST** be submitted via Blackboard. Each assignment will have a designated place to submit the assignment.

<u>Component</u>	<u>Percent</u>
Attendance (X5)	10% (2% each)
Online Quizzes (X10)	30% (3% each)
Managing Oneself Assignment	10%
Group Presentation	10%
Midterm Exam	15%
Mystery Shopper Assignment	10%
Final Exam	15%
Total	100%

Attendance will be randomly taken 5 times throughout the semester and attendance represents 10% of your final grade.

Online Quizzes will be in a multiple-choice format. There will be 10 online quizzes, each worth 3% of your grade. Each quiz will be based on chapter readings from the textbook. The deadline for the weekly online quizzes is Sunday at midnight. Every Sunday at midnight, a new online quiz will be posted on Blackboard. It is up to you to know when the deadline is for each quiz, no exceptions. I encourage you not to leave the online quizzes until the last moment, to avoid any complications. Also, you only have 15 minutes to complete each quiz – if you go over that time limit, you will not get credit for your correct responses. So be sure to finish within the allowable time limit, and be sure your internet connection is working well before beginning the online quiz.

Group Presentations: The class will be divided into groups and each group will deliver a presentation in front of the class, and possibly also provide corresponding exercises. More information will be provided in class. Each group member is expected to participate. This represents 10% of your final grade.

Managing Oneself Assignment: Detailed information will be provided in class. This assignment is worth 10% of your grade. You must upload your paper as an assignment on Blackboard. The due date is Sunday, April 8th at 11:59PM. **It is entirely up to you to make sure your assignments are property uploaded, complete AND readable.**

Mystery Shopper Assignment: Detailed information will be provided in class. This assignment is worth 10% of your grade. You must upload your paper as an assignment on Blackboard. The due date is Sunday, February 25th at 11:59PM. **It is entirely up to you to make sure your assignments are property uploaded, complete AND readable.**

Midterm and Final Exams: The midterm exam will cover material from the start of the semester until the midterm exam. The final exam will cover material from the midterm until the end of the semester. More information on the format and content of these exams will be provided in class.

- **Other Requirements**

If any quiz or assignment is not completed by the assigned date, you must have a documented excused absence in order to take a makeup the quiz or assignment.

- **Grading**

A	94-100%	C+	78-79%
A-	90-93%	C	74-77%
B+	88-89%	C-	70-73%
B	84-87%	D	60-69%
B-	80-83%	E	59% and below

Professional Dispositions

Students are expected to exhibit professional behaviors and dispositions at all times. See <https://cehd.gmu.edu/students/polices-procedures/>

Course Schedule: TOUR450 - Hospitality Human Resources Management			
Week	What's Happening In Class	Textbook Readings	What is Due
Jan 22 – Jan 28	<ul style="list-style-type: none"> • Course Overview • Introduction / Form groups 	-	- Nothing due January 28
Jan 29 – Feb 4	<ul style="list-style-type: none"> • Lecture on Textbook Reading • In-class discussion/activity on Service and HR issues 	Ch. 1	- Weekly online quiz due Feb 4 th at 11:59pm
Feb 5 – Feb 11	<ul style="list-style-type: none"> • Lecture on Textbook Reading • Managing Oneself Article • Personality typing/Strengths 	Ch. 2	Weekly online quiz due Feb 11 th at 11:59pm
Feb 12 – Feb 18	<ul style="list-style-type: none"> • Lecture on Textbook Reading and The Oz Principle • In-class activity/exercise 	Ch. 3	- Weekly online quiz due Feb 18 th at 11:59pm
Feb 19 – Feb 25	<ul style="list-style-type: none"> • Group 1 Presentation – Managing Oneself Article • Lecture on Textbook Reading 	Ch. 4	- Weekly online quiz due Feb 25 th at 11:59pm - Managing Oneself Assignment
Feb 26 – Mar 4	<ul style="list-style-type: none"> • Group 2 Presentation – The Oz Principle Part 1 • Midterm Review 	Ch. 5	Weekly online quiz due Mar 4 th at 11:59pm
Mar 5 – Mar 11	<ul style="list-style-type: none"> • Midterm Exam: Chapters 1-5 & The Oz Principle Part 1 		- Midterm Exam - March 5 th
Mar 12 - Mar 18	<i>Spring Break – No class March 12th; Nothing Due March 18th</i>		
Mar 19- Mar 25	<ul style="list-style-type: none"> • Guest Speaker 	- Ch. 6	- Weekly online quiz due Mar 25 th at 11:59pm - Participation in class (details tba)
Mar 26 – Apr 1	<ul style="list-style-type: none"> • Lecture on Textbook Reading • Motivation • In class exercise 	Ch. 7	- Weekly online quiz due April 1 st at 11:59pm
Apr 2 – Apr 8	<ul style="list-style-type: none"> • Group 3 Presentation The Oz Principle (Part 2) • Lecture on Textbook Reading 	Ch. 8	Weekly online quiz due Apr 8 ^h at 11:59pm - Mystery Shopper Assignment
Apr 9 – Apr 15	<ul style="list-style-type: none"> • Group 4 Presentation The Oz Principle (Part 3) • Lecture on Textbook Reading 	Ch. 9	Weekly online quiz due April 15 th at 11:59pm
Apr 16 - Apr 22	<ul style="list-style-type: none"> • Lecture on Textbook Reading • Special Topics in HR • What Makes a Leader 	Ch. 10	Weekly online quiz due Apr 22 nd at 11:59pm
Apr 23 – Apr 29	<ul style="list-style-type: none"> • Careers and Interviewing • Final Exam Review 	-	Nothing is due April 29 th
Apr 30 – May 5	<ul style="list-style-type: none"> • Final Exam: Chapter 6-10 & The Oz Principle (Parts 2 & 3), Lecture topics 	None	Final Exam - April 30 th ** (TBA)

Note: Faculty reserves the right to alter the schedule as necessary, with notification to students.

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: <http://cehd.gmu.edu/values/>.

GMU Policies and Resources for Students

Policies

- Students must adhere to the guidelines of the Mason Honor Code (see <http://oai.gmu.edu/the-mason-honor-code/>).
- 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 Mason 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 with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. 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 stating that all sound emitting devices shall be silenced during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to Tk20 should be directed to tk20help@gmu.edu or <https://cehd.gmu.edu/aero/tk20>. Questions or concerns regarding use of Blackboard should be directed to <http://coursessupport.gmu.edu/>.
- For information on student support resources on campus, see <https://ctfe.gmu.edu/teaching/student-support-resources-on-campus>

For additional information on the College of Education and Human Development, please visit our website <https://cehd.gmu.edu/students/>.