

**GEORGE MASON UNIVERSITY**  
**College of Education and Human Development**  
Tourism and Events Management

TOUR 450 (001) –Hospitality Human Resources Management  
3 credits, spring 2019  
Mondays 4:30 – 7:10 p.m., Robinson Hall 208B – Fairfax campus

**FACULTY**

Name: Paul Magnant “Chef Paul” or “Professor Magnant”  
Office Hours: By Appointment  
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**PREREQUISITES**

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 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.

**DELIVERY METHOD**

Lecture Format with limited online activities – Approximately 90% Face-to-face and 10% Online

**LEARNER OUTCOMES AND COURSE 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. Students are expected to follow courteous Internet etiquette. See <https://cehd.gmu.edu/students/polices-procedures/>

**REQUIRED READING**

## **CLASS ATTENDANCE AND PARTICIPATION:**

Attendance will be taken at the beginning 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.

## **COURSE PERFORMANCE EVALUATION**

This course will be graded on a percentage system, with a total of 100 possible percentage points. There are 3 grading requirements, namely: (1) homework; (2) exams; and (3) participation. Each requirement is briefly introduced below. **Late work will not be accepted in this class.**

### **1. Homework (25%)**

You are required to complete 10 homework assignment based on both the viewing assignments and the lectures. Each homework assignment is worth 2.5 points. To this point the instructor will likely use a quiz at the beginning of each class where a lecture is scheduled to check for understanding and to verify that you have read the chapter. Quizzes will be incorporated into the homework deliverable grade.

### **2. Exams (45%)**

Exams will be taken in class. Dates of the exam are provided below. Each exam is worth 15 percent.

### **3. Final Exam (25%)**

The Final Exam will be cumulative.

### **4. Participation and Attendance (5%)**

Participation in this class constitutes 5% of the grade and is required as this will contribute to the content quality of the class as well as to your intellectual benefit from it. Participation in class discussion is very important. Please prepare for class by reading the assigned material. Your grade for class participation will be based on my judgment of the consistency with which you *participate constructively* in class discussion and activities. Please note that class discussion includes interacting with your classmates. When I am leading discussions, I may call upon students for input or answers to questions stemming from the lecture. Please be prepared for this.

<b>Deliverables</b>	<b>Percentage</b>
Attendance/Participation	5
Exam 1 through 3 (15% each)	45
Homework	25
Final Exam (Cumulative)	25
<b>Total</b>	<b>100</b>

## Grading Scale

A+ = 97 – 100	B+ = 87-89	C+ = 77-79	D = 60-69
A = 94-96	B = 84-86	C = 74-76	F = 0 –59
A- = 90-93	B- = 80-83	C- = 70-73	

## PROFESSIONAL DISPOSITIONS

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

**Instructor Support:** Students may schedule a one-on-one meeting to discuss course requirements, content or other course-related issues. Students should email the instructor to schedule a one-on-one session, including their preferred meeting method and suggested dates/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: <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/>).

### Campus Resources:

- Support for submission of assignments to Tk20 should be directed to [tk20help@gmu.edu](mailto: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/>.

## STUDENT SERVICES:

University Libraries provides resources for distance students. See <http://library.gmu.edu/distance>

## Writing Center

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>]. You can now sign up for an Online Writing Lab (OWL) session just like you sign up for a face-to-face session in the Writing Center, which means YOU set the

date and time of the appointment! Learn more about the [Online Writing Lab \(OWL\)](#) (found under Online Tutoring).

### Counseling and Psychological Services

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>].

### Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974 (FERPA), also known as the "Buckley Amendment," is a federal law that gives protection to student educational records and provides students with certain rights. [See <http://registrar.gmu.edu/privacy>].

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

### CLASS SCHEDULE

Date		Topic/Learning Experiences	Chapter Read Ahead
Week 1	Mon – 1/21	No Class-Holiday	
Week 2	Mon – 1/28	Introduction to HR in the Hospitality Industry	Chapter 1 Hwk: Case Study-1
Week 3	Mon – 2/4	Legal Environment of HR Management	Chapter 2 Hwk: CL (2 good/2 bad)
Week 4	Mon – 2/11	HR Management Policies and Procedures	Chapter 3 Hwk: DISC Self Evaluation
Week 5	Mon – 2/18	Exam #1 (Chapters 1-3) DISC Lecture-Bring your humor with you!	
Week 6	Mon – 2/25	Recruitment and Selection	Chapter 4 Hwk: Create a Qualifying Rubric
Week 7	Mon – 3/4	Orientation and Induction	Chapter 5 Hwk: Revise your last Orientation
Week 8	Mon – 3/11	Spring Break-No Classes	
Week 9	Mon – 3/18	Planning Training Programs	Chapter 6 Hwk: Case Study-6
Week 10	Mon – 3/25	Exam #2 (Chapters 4-6)	
Week 11	Mon – 4/1	Delivering and Evaluating Training Programs	Chapter 7 Hwk: Evaluate a Training Program
Week 12	Mon – 4/8	Compensation Programs	Chapter 8 Hwk: Compare 3 Bonus Programs
Week 13	Mon – 4/15	Performance and Appraisal	Chapter 9 Hwk: How to use PA for motivation
Week 14	Mon – 4/22	Exam #3 (Chapters 7-9)	
Week 15	Mon – 4/29	Review for Final Exam	

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