HM 101 – Introduction to Hospitality (4)

Subject to Change. All changes will be announced in class. You are responsible to keep track.

Syllabus

Instructor: Todd Montgomery, College of Business – Hospitality Management

Schedule: Monday & Wednesday 800 - 950

Prerequisites: N/A

Course Overview: Introduction to the food-service, lodging, and tourism components of the hospitality industry, and the essential leadership and management skills necessary for success in the field. Background information, current issues, and future challenges in various segments of the industry are included.

Learning Outcomes

HM 101 students will learn to:
1. Develop an awareness of the various career opportunities and options within the hospitality industry.
2. Describe the various components of the hospitality industry, including a brief history and introduction into the future of hospitality.
3. Employ the tools used within the hospitality industry with a focus on MS Excel.
4. Complete a self-assessment to determine the student’s strengths, weaknesses and fit for the hospitality industry.
5. Apply and assess effective decision making in a simulated hotel environment.

Texts & Supplemental Material

- Course Pack: University of Indiana Excel Training
- Hotel simulation users guide
- Additional readings posted on Canvas
# Tentative Schedule

<table>
<thead>
<tr>
<th>Week # Begins on</th>
<th>Monday</th>
<th>Wednesday</th>
<th>Notes</th>
</tr>
</thead>
</table>
| 1                | Welcome, Course Introduction | Hospitality Mind-Set & History  
Walker Ch. 1 |       |
| 2                | Hospitality Components: Lodging & Food & Beverage  
Walker Ch. 2 & 3 | Hospitality Components: Airline, Cruise, Rentals & Others  
Walker Ch. 9 |       |
| 3                | Hospitality & Business Fundamentals | Hospitality & Business Fundamentals / Hotel Simulation Review | Simulation: Groups assigned |
| 4                | Hospitality Career Assessment (Meyers Briggs Test) | Self-Assessment Results / Midterm Review | Career Services: Laura Kloss  
Sim: Practice Round |
| 5                | Midterm Exam | Hospitality Tools: Basics of Excel / Measuring Success in Hospitality | Lab: Week 5  
class in lab  
Sim: Round 1 |
| 6                | Organizational Structure & Overview  
Walker Ch. 13 | Organizational Structure & Overview  
Walker Ch. 13 | Sim: Round 2-3 |
| 8                | Onsite Facility Tour Sim Review | Technology in Hospitality | Sim: Round 6 |
| 9                | Service & Reputation Management  
Walker Ch. 8 Sim Review | Industry Guest Panel | Sim: Scorecard Review |
| 10               | Risks and Legal Concerns / Future of Hospitality | Group Project Presentations: Simulation |       |
Course Policies

**Group Assignments:** Some of your course work will be completed in a group. Each team member is expected to contribute equally to the project, and this will require initiative. See the course project for more specific instructions.

**Academic Dishonesty:** Any case of academic dishonesty can result in a grade of F for the course. Students are expected to know and understand these policies and regulations. If there is any doubt about their meaning and interpretation, please ask for an explanation. Direct or indirect use of student work from previous terms to complete your exams or assignments is a violation of academic honesty. If you turn in all or part of someone else's work as your own or allow someone else to turn in your work as theirs, then you have committed a violation of academic honesty and will be dealt with in accordance with regulations of the University. More information is available at the following sites:

- [http://studentlife.oregonstate.edu/studentconduct/offenses-0](http://studentlife.oregonstate.edu/studentconduct/offenses-0)

**Behavior in class:** Behavior in class should be professional at all times. People must treat each other with dignity and respect in order for scholarship to thrive. Behaviors that are disruptive to learning will not be tolerated and may be referred to the Office of the Dean of Students for disciplinary action. Please keep the side conversations to a minimum and turn your cell phones off during class. No headphones may be used during class. If you need to leave during class, please exit quietly. **Computer/Cell Phone usage in class should support the learning environment,** such as reviewing the lecture slides, taking notes, etc. Please do not distract yourself, or others by surfing outside websites, carrying on electronic conversations with someone outside of class, etc. If your behavior is not in keeping with the expectations set here, I may ask you to leave class.

**Discrimination and harassment:** Discrimination and/or harassment will not be tolerated in the classroom. In most cases, discrimination and/or harassment violates Federal and State laws and/or University Policies and Regulations. Intentional discrimination and/or harassment will be referred to the Affirmative Action Office and dealt with in accordance with the appropriate rules and regulations.

**Attendance:** I will not take attendance every class, but when I do take attendance, it will be a roll call or based on a quiz or in-class exercise. One or two absences will not hurt your grade, but repeated absences will affect your comprehension of the material and your grade negatively. If you are unable to attend a class session, it is your responsibility to acquire the class notes, assignments, announcements and so on from a classmate.
Students with Disabilities: Accommodations are collaborative efforts between students, faculty and Disability Access Services (DAS). Students with accommodations approved through DAS are responsible for contacting the faculty member in charge of the course prior to or during the first week of the term to discuss accommodations. Students who believe they are eligible for accommodations but who have not yet obtained approval through DAS should contact DAS immediately at 737-4098.

Syllabus: This syllabus and schedule are a guide, not a contract. They will change during the term as I attempt to provide the most compelling and useful learning experience possible. If things do not make sense, please talk with me. As changes are made, I will announce them in class. You should check the syllabus at least once a week for course updates. Not reading the syllabus does not constitute a valid excuse for missing a milestone.

Grading

Announcements: I will use Canvas to communicate announcements, changes in schedule or assignments. Students are expected to check Canvas and e-mail daily.

Before class preparation: The class schedule will indicate the required reading and any deliverable due for that day. Lecture slides are also available and valuable for exam preparation. Late submissions will be deducted 10% and submissions more than 2 days late are usually not accepted.

Quizzes & class exercises: Quizzes will be given in class and there will be no make-ups for missed quizzes. However, I often drop the lowest quiz grade so missing one quiz should not hurt your overall grade. However, frequent absences can significantly lower your grade. There are also class exercises which can impact your quiz score.

Project deliverable: Start your project early! Frequently, students that wait until the day prior end up getting stuck and fail to complete the project component on time. Start as soon as these are discussed in class so you can get assistance if needed and complete them on time. Ask questions in class if you are unsure of anything.

Working in Groups: I encourage you to work with someone else. However, you are required to do your own work. You may not copy from someone else. Allowing someone else to copy your work is also a violation of the academic honesty policy. If you work heavily with another person, I expect a note on your assignment that says "I worked with Stephen Gradellia to complete this assignment and he helped me with the SQL queries. Otherwise, this is my own work."

Course Grades: Letter grades will be assigned according to the number of points accumulated on activities and exams. The following table will give you a general sense of how I intend to evaluate your performance.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes &amp; Class exercises</td>
<td>20%</td>
</tr>
<tr>
<td>Project: Hotel Simulation</td>
<td>40%</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>20%</td>
</tr>
</tbody>
</table>
Final Exam | 20%
---|---
Total | 100%

**Participation:** There is no formal participation grade, but at the end of the course I often decide whether to adjust grades that are borderline (e.g. adjusting an 89.5 to a 90) based on your participation assessed by the value of in-class contributions. Good attendance, being prepared for class and participating in discussions are examples of how you can get a good participation score. Being late, frequently absent, disruptive, sleeping, leaving class before it has ended or not participating in discussions are examples of behavior that may lower your participation grade.

Grades will be assigned based on the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>&gt;=92%</td>
<td>C+</td>
<td>78-79%</td>
</tr>
<tr>
<td>A-</td>
<td>90-91%</td>
<td>C</td>
<td>72-77%</td>
</tr>
<tr>
<td>B+</td>
<td>88-89%</td>
<td>C-</td>
<td>70-71%</td>
</tr>
<tr>
<td>B</td>
<td>82-87%</td>
<td>D</td>
<td>60-69%</td>
</tr>
<tr>
<td>B-</td>
<td>80-81%</td>
<td>F</td>
<td>&lt;60%</td>
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