Course Syllabus - Human Resources in HRR  
HFT 3221  Summer Semester  
May 12 - Aug. 4, 2014

Course Credit Hours:  3.0
Class Meets:   Online
Instructor:   Marcia M. Dove
Office:   FWB Campus Room 468 / Bldg. 4
Office Hours:   Online Monday – Friday 9:00 – 10:00 a.m. or call for an appointment
Office Phone:   850-863-6572   Cell Phone: 850-830-1950
E-mail:   mdove@uwf.edu (THE BEST WAY TO REACH ME)
Prerequisite:   None

Course Description

This course fits into the overall hospitality program by covering a key component of the hospitality industry; the role of Human Resources in Hospitality, Recreation and Resort Management. The purpose of this course is to acquaint students with the issues managers often face regarding employee recruitment, ethics, labor laws, discrimination, and benefits coordination. Students taking this course will be exposed to the kinds of decisions that managers are often called upon to make in this area of hospitality. These decisions include the use of critical thinking to resolve the many issues that arise relative to a diversified workforce and the many rules and regulations that apply.
Course Learning Outcomes (CLO's)

At the outcome of this course students should have acquired the knowledge, comprehension and skills needed to complete the following learning objectives:

1. Identify and describe key employment laws.
2. Identify and discuss the elements involved in planning and recruiting including job analysis and job design.
3. Identify and describe employment strategies regarding employee orientation, training and performance appraisal.
4. Identify and describe employee compensation plans, incentive plans and employee benefits including administration requirements.
5. Examine the reasons employees join unions and describe the elements involved in collective bargaining and grievance procedures.
6. Explain and discuss the role of employee assistance programs in combating workplace stress; including the implications of such issues as AIDS, depression, workplace smoking, and wellness programs.
7. Evaluate employee turnover, discharge and discipline in the hospitality industry.
8. Summarize and discuss ethical and social responsibility issues in business and in human resources management.

Program Goals

The MacQueen Hospitality, Recreation, and Resort Management (HRRM) program incorporates classroom and Online instruction, field experiences, internships and service learning through community involvement, to provide students with the core competencies necessary to be successful in a broad array of service venues: convention and visitors bureaus, resorts, commercial recreation, restaurants, tourism services, spas, community recreation centers, hotels, amusement parks, private clubs, and more. The Program curriculum map goals for this course: Content: Identify and apply concepts and principles in the major hospitality operational areas. Communication: Propose effective/creative solutions in solving hospitality problems. Integrity Values: Recognize the ethical dilemmas encountered by managers. Academic Learning Compact for Hospitality, Recreation and Resort Management.
Topics

- Employment Laws and Applications
- Job Analysis and Job Design
- Planning and Recruiting
- Selection
- Orientation and Socialization
- Training and Development
- Evaluating Employee Performance
- Compensation Administration
- Incentive and Benefits Administration
- Labor Unions
- Negotiation and Collective Bargaining
- Health, Safety, and EAPs
- Turnover, Discipline, and Exits
- Social Responsibility and Ethics

Texts / Materials

Required text:

**Managing Hospitality Human Resources, 5th Edition**

Robert Woods, Misty M. Johanson and Michael P. Sciarini

Copyright Year: 2011

Publisher: Pearson Education

ISBN: 9780133379976
Required Materials and report writing instructions:

- Internet Access (broadband is recommended)
- Activated UWF ArgoNet E-mail Account

Please include the following information on all your written reports:  
HFT3221 Human Resources  
Report Date____________ (Your name) ____________ Report topic______________  
Your report should be double spaced, with one inch margins, using a 12 pt. readable font like Verdana or Times New Roman.

Grading / Evaluation

Letter Grades will be assigned as follows:

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>94% or better</td>
<td>A</td>
</tr>
<tr>
<td>90% to 93%</td>
<td>A -</td>
</tr>
<tr>
<td>86% to 89%</td>
<td>B +</td>
</tr>
<tr>
<td>83% to 85%</td>
<td>B</td>
</tr>
<tr>
<td>80% to 82%</td>
<td>B -</td>
</tr>
<tr>
<td>70% to 79%</td>
<td>C</td>
</tr>
<tr>
<td>61%-69%</td>
<td>D</td>
</tr>
<tr>
<td>60% or less</td>
<td>F</td>
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Final Grade Determination - Total Points 750

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Syllabus and Course Information Quiz</td>
<td>30</td>
<td>4%</td>
</tr>
<tr>
<td>Quizzes</td>
<td>140</td>
<td>19%</td>
</tr>
<tr>
<td>Case study discussions</td>
<td>140</td>
<td>19%</td>
</tr>
<tr>
<td>Chapter Review Questions</td>
<td>140</td>
<td>19%</td>
</tr>
<tr>
<td>Individual Project - Resume/Portfolio</td>
<td>100</td>
<td>13%</td>
</tr>
<tr>
<td>Individual Project - Term Paper</td>
<td>200</td>
<td>26%</td>
</tr>
<tr>
<td>Total Points</td>
<td>750</td>
<td>100%</td>
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</tbody>
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Assessment

Syllabus and Course Information Quiz 4%

The quiz questions are taken from the Course Schedule, Syllabus and the links under the "Important Course Information" section of the course. The quiz is comprised of ten T/F and Multiple Choice questions worth 3 points each for a total of 30 points. Students will have unlimited attempts with the highest score entered in the grade book.

Quizzes 19%

There are five Quizzes - Quizzes are comprised of multiple choice questions based on reading assignments from the text book. Quiz questions are tied directly to a competency that is identified in the course. Four quizzes, worth thirty points each, are comprised of 30 questions worth 1 point each and one quiz, worth twenty points, is comprised of 20 questions worth 1 point each. These quizzes are designed to help students gauge their knowledge of the material. Two attempts for each quiz are allowed with the highest score used in the grade book. Please check the Course Schedule and Assignments for dates and particulars. These quizzes satisfy the curriculum map requirement: Content - Identify and apply concepts and principles in the major hospitality operational areas.

Discussions 19%

There are 14 Case Study Discussions worth 10 points each for a total of 140 points. Discussions will be evaluated using a Discussion Grading Rubric. The case studies are designed to help students apply textbook theory and thus achieve student learning outcomes. These discussions satisfy the curriculum map requirement: Integrity Values - Recognize the ethical dilemmas encountered by managers.

Chapter Review Questions 19%

Review questions are a graded component based on completion (done or not done). Please note, I do read your answers and will proved you with feedback when necessary. There are 14 chapters worth 10 Points each for a total of 140 Points. Review questions are to be dropped in the designated chapter drop box located in the drop box section under Assessments. The amount of effort you put into these questions is in direct proportion to your quiz scores and final exam score. Please see the Course Schedule and Assignments for details and dates.

Individual Project 13%

This project consists of writing a resume and compiling a personal portfolio and is based on completion (done or not done). Project details are included in Module 1 under the Project tab.

Individual Project 26%

A second project surrounding employee turnover will provide students with an opportunity to apply the knowledge and skills obtained throughout the course. Project details are included in Module 1 under the Project tab. The project will be graded based on a 200 point grading rubric. This project will satisfy the curriculum map program competency: Communication - Propose effective/creative solutions in solving hospitality problems.
Attendance, Late Assignment Policy, and Classroom Behavior

Your attendance does matter. This is an online course, and while you do not have to regularly attend classes on a specific day and time, please keep in mind that it takes discipline to keep up with weekly readings and other assignments. Weekly discussions are a graded, key component of this course and are considered a form of attendance. "You can't play tennis by yourself", it is that simple, and so entrance into a discussion that has closed for the week is not possible. I know that in the real world things happen and occasionally it becomes impossible to turn assignments in on time. I will accept late chapter review assignments but will deduct 10% from the grade. If you find you have missed a quiz or know ahead of time there is going to be a problem, please email me. I will allow entrance into a quiz for up to three days after the scheduled quiz date with no penalty. I will not accept late projects...why not? There are thirty students in this class; I will be reading what you have written and providing you with feedback...this takes time and I do not want to short change anyone!

Minimum Technical Skills and Special Technology Utilized by Students

This course is totally online. All instructional content and interaction takes place over the WWW. In addition to baseline word processing skills and sending/receiving email with attachments, students will be expected to search the internet and upload / download files. In addition, students may need one or more of the following plug-ins:

- Real Player: http://www.real.com/realplayer/search
- Adobe Flash Player: http://get.adobe.com/flashplayer/
- eLearning’s Accessibility Resource Guides for users: http://www.desire2learn.com/access/resources/
Assistance for Students with Disabilities

The Student Disability Resource Center (SDRC) at the University of West Florida supports an inclusive learning environment for all students. If there are aspects of the instruction or design of this course that hinder your full participation, such as time-limited exams, inaccessible web content, or the use of non-captioned videos and podcasts, please notify the instructor or the SDRC as soon as possible. You may contact the SDRC office by e-mail at sdrc@uwf.edu or by phone at (850) 474-2387. Appropriate academic accommodations will be determined based on the documented needs of the individual.

Accessibility Resources

- Follow this link for information on accessibility settings in eLearning.
- Follow this link for information on accessibility features in UWF's Learning Management System (LMS), Desire2Learn.

TurnItIn

UWF maintains a university license agreement for an online text matching service called TurnItIn. At my discretion, I will use the TurnItIn service to determine the originality of student papers. If I submit your paper to TurnItIn, it will be stored in a TurnItIn database for as long as the service remains in existence. If you object to this storage of your paper:

1. You must let me know no later than two weeks after the start of this class.
2. I will utilize other services and techniques to evaluate your work for evidence of appropriate authorship practices.
Weather Emergency Information

In the case of severe weather or other emergency, the campus might be closed and classes cancelled. Official closures and delays are announced on the UWF website and broadcast on WUWF-FM.

- WUWF-FM (88.1MHz) is the official information source for the university. Any pertinent information regarding closings, cancellations, and the re-opening of campus will be broadcast.
- In the event that hurricane preparation procedures are initiated, the UWF Home Web Page and Argus will both provide current information regarding hurricane preparation procedures, the status of classes and the closing of the university.

Emergency plans for the University of West Florida related to weather or other emergencies are available on the following UWF web pages:

- Information about hurricane preparedness plans is available on the UWF web site: http://uwfemergency.org/hurricaneprep.cfm
- Information about other emergency procedures is available on the UWF web site: http://uwfemergency.org/