

# HFT 3221 – 001 CRN 19698

**Human Resource Management in the Hospitality Industry Fall Term 2017 (Official Term Dates 8-19-17 to 12-15-17) Boca Raton Campus – FL 426 (Fleming Hall)**

**Scheduled LIVE sessions – Tuesdays and Thursdays from 9:30 AM to 10:50 AM\***

**\*Mixed/Hybrid live/e-learning class. Class sessions are LIVE unless announced otherwise by the professor. Such announcements will be made with sufficient notice for your planning purposes.**

# Professor Information

Professor: Gregory T Bohan, MS Office Address: 323 Fleming Hall

Email: [bohang@fau.edu](mailto:bohang@fau.edu) (Email is ALWAYS the best way to reach me) Phone: (561) 297-3657 (office)

**Office Hours** 323 Fleming Hall

* TUESDAY 11:00 AM to 2:00 PM
* THURSDAY 11:00 AM to 2:00 PM

Prof. Bohan is also available for in-person meetings at other times by special arrangement at a mutually agreeable time and is reachable via email at all times. Please allow 24 hours for an email response.

# Required Text and Materials

***Managing Hospitality Human Resources,*** Woods, Johanson, Sciarini, 5th Edition Publisher: American Hotel & Lodging Educational Institute

Copyright date of 2012 ISBN 9780133097122

***The Little Book of Cases in Hospitality Management, D.V. Tesone, Peter Ricci ISBN 0-13-118329-x***

# Course Description

Page2

This course offers an overview of human resource management as it applies specifically to the hospitality management industry (staffing, appraisal, wage and hour administration, etc.) with an increased emphasis on recruiting, hiring, service, and quality. In comparison to peer service industries, the course has a unique hospitality management emphasis focused on the linkage to successful hospitality operations and, ultimately profitability via talent recruitment, selection, orientation, and ongoing training.

**Prerequisites/Co-Requisites**

n/a

**Credit Hours**

Three (3)

# Grading Scale

**Letter Grade Grade Range (%)**

A 93.0 and higher

A- 90.0 to 92.9

B+ 87.0 to 89.9

B 83.0 to 86.9

B- 80.0 to 82.9

C+ 77.0 to 79.9

C 73.0 to 76.9

C- 70.0 to 72.9

D+ 67.0 to 69.9

D 63.0 to 66.9

D- 60.0 to 62.9

All letter grades are calculated using the weighted average from the items listed above. Please refer to the above grading scale when determining your overall course grade.

# Course Evaluation Method

Page3

Quiz # 1 (On-line via CANVAS; 25 questions; multiple choice and true/false 25% Quiz # 2 (On-line via CANVAS; 25 questions; multiple choice and true/false 25% Quiz # 3 (On-line via CANVAS; 25 questions; multiple choice and true/false 25% Quiz # 4 (On-line via CANVAS; 25 questions; multiple choice and true/false 25% Total 100%

# Additional Course Policies

**Missed Exams and Late Assignments**

No assessments (i.e., midterm or final) may be taken late ***except*** as indicated elsewhere in the syllabus for approved reasons (i.e., illness or extreme emergency, university-approved absences, or religious accommodations). A student is considered “late” for a quiz or exam if he or she does not sign in to take the assessment during the “open hours” as indicated by the professor OR be present in classroom at the time the quiz or exam is administered. The online exam open hours (as applicable) are communicated to students well in advance of the specific assessment for planning purposes. It is fully the student’s responsibility to adhere to these scheduled times.

Further, there are no make-up assessments in this course ***except*** for approved scenarios as indicated above (i.e., religious accommodations, illness, or university-approved absences). There are no make-up assessments provided for technical difficulties as stated above in the Technical Difficulties during Assessments section.

# Attendance Policy

Students are expected to attend class and participate in on-line activities as assigned when class sessions are held on-line. ***Attendance for LIVE CLASSES will be taken using a sign-in sheet. While no grade will be assigned based upon attendance/class participation, each of the 4 quizzes WILL have questions based, at least in part, on issues discussed in class and the information provided by guest speakers.*** It is the STUDENT’s responsibility to confer with other students in the class regarding possible materials missed during an absence and to secure notes taken during class summarizing information provided by guest speakers etc.

In accordance with FAU guidelines, no assessments or course communications will occur during scheduled FAU holidays. Holidays during the Fall Semester 2017 which will impact the conduct of this class are as follows:

# THANKSGIVING – November 23, 2017

**Tardiness**: Being late to class disturbs your peers and is not conducive to an effective classroom environment. As such, the professor asks students to refrain from entering the class more than ten (10) minutes after the scheduled start time for any reason.

**Early Class Departure**: Sometimes the need to leave class occurs due to one’s work schedule, unexpected illness, etc. The professor recognizes this possibility and asks students to please leave quietly so as not to disturb the flow of class or your peers’ learning environment. Please make sure you quietly close the door as you exit the classroom.

Page4

**Illness or Extreme Emergency:** A student who misses an exam or quiz may receive a make-up exam or quiz if he or she suffered from a documented illness or extreme emergency. REQUIRED documentation includes a note from a medical professional (doctor, on-campus clinic visit, etc.) or other verification. Documentation (i.e., a doctor’s note) must be turned in directly to the professor in the preparer’s ***original*** format. Scanned, photographed, copied, or otherwise manipulated formats will ***not be considered acceptable.***

Additionally, the student (or his or her designee) MUST notify the professor ***IN WRITING VIA E- MAIL WITHIN 24 hours*** of the missed event (i.e. exam or quiz). Failure to contact the professor in the time frame provided will result in a grade of 0 being recorded for that particular assessment. The make-up assessment (if provided) will be at the identical level of difficulty and course evaluation percentage as the original assessment.

Please note that this policy applies only to illnesses and ***extreme*** emergencies (i.e., death in family, severe illness, etc.). It will not apply to technical issues as stated below in the Technical Difficulties during Assessments section.

# Classroom Etiquette Policy

**Electronic Devices**: The use of laptop computers in class is permitted solely in support of learning activities – taking notes, for example. Students may not use instant messenger, write emails, chat, etc. or do anything other than taking notes with a laptop computer, tablet, or equivalent. These other activities are bothersome to those fully engaged in the learning process.

Cell phones, PDAs, and other electronic devices capable of communicating outside the classroom ***must*** be turned off while class is in session. Please do not put them on vibrate and check them during class. Turn them off and place them out of view during the entire class session.

The professor respects each individual’s right to share his or her opinion when speaking in class and asks the same respect to have an uninterrupted class exempt from disturbances these electronic devices may cause. These devices disturb your classmates far more than you may imagine.

***Students who use their electronic devices for anything other than taking notes may be asked to leave class immediately. A second offense will result in a recorded, failing grade of F in the course.***

Thank you for demonstrating and upholding the respect owed your classmates by conforming to these procedures. Those fully engaged in the learning process greatly appreciate your assistance.

# Anti-plagiarism Software

Page5

Written components of any assignment or project may be submitted to anti-plagiarism software to evaluate the originality of the work. Any students found to be submitting work that is not their own will be deemed in violation of the University’s honor code discussed above.

# Course Learning Management System (LMS) – CANVAS

**It is the student’s responsibility to become familiar with Canvas**. If a student needs specific technological assistance regarding Canvas, he or she may phone the computer help desk at 561- 297-3999. The professor cannot assist with technical issues related to Canvas or a student’s personal computer. Students are expected to have ***all*** mandatory plug-ins, software, and hardware requirements to utilize Canvas appropriately.

If a student does not feel comfortable with his or her hardware or software, he or she may come to any FAU campus computer lab to utilize a computer lab to take any assessment. *It is* ***the***

***students’ responsibility to verify that computer labs are open and available or that they have access to a reliable computer and reliable internet access for use when taking an assessment such a Quiz, Midterm or Final Exam.*** *Technical difficulties and computer issues – including connection failures –* ***are not acceptable excuses*** *for a make-up assessment.* Any student who fails to complete an assessment during the open, posted hours for that particular assessment will ***not*** be provided a make-up due to technical difficulties or failures of any kind. The student will receive a grade of “0” on that particular assessment if he or she cannot take the assessment at all. If he or she completes a portion of the assessment, he or she will receive the partial grade earned prior to the technical difficulty.

# Course Outline

The following course outline/schedule is provided for your planning purposes. It is subject to revisions and modifications during the semester; however, such revisions and modifications are expected to be modest. Please note that one or more of the scheduled classes may take the form of “on line” classes. On-line sessions will be announced well in advance of the scheduled class time.

The class schedule provided on the following page serves as a tentative overview of the course progression. It is subject to possible change. Please be sure to check your FAU emails on a DAILY basis for the latest class information.

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| --- | --- | --- |
| **HFT 3221.001 HR Management for the Hospitality Industry- Fall, 2017** | |  |
| **Week beginning**  **with Class on TUESDAY:** | **Topic** | **Assignment\*** |
| **22-Aug** | Class Introductions, Review of Class Expectations, Review of Syllabus/General Discussion regarding role of HR in the Hospitality Industry | Read Forward, Preface and Read Chapters 1 and 2 |
| **29-Aug** | Discuss Chapters 1 and 2 | Read Chapters 3 and 4 |
| **5-Sep** | Discuss Chapters 3 and 4 | Study for Quiz #1 - 20 Questions Chapters 1 through 4 and information from class thus far |
| **12-Sep** | Tuesday: Quiz #1 - ON LINE VIA CANVAS - Chapters 1 through 4 and information from class thus far  ////Thursday: Guest Speaker | Read Chapters 5 and 6 |
| **19-Sep** | Discuss Chapters 5 and 6 | Read Chapter 7 |
| **26-Sep** | Tuesday: Discuss Chapter 7 ////Thursday: Guest Speaker | Study for Quiz #2 - 20 Questions Chapters 5, 6  and 7 and information from class thus far |
| **3-Oct** | Tuesday: Quiz #2 - ON LINE VIA CANVAS - Chapters 5, 6  and 7 and information from class thus far ////Thursday: NO LIVE CLASS | Read Cases 1 through 8 in Part 1 from "The Little Book of Cases"//Read Chapters 8 and 9 |
| **10-Oct** | Review Materials from Quizzes #1 and #2; Discuss Cases 1  through 8 in Part 1 from "The Little Book of Cases"//Discuss Chapters 8 and 9 | Read Chapters 10 and 11 |
| **17-Oct** | Discuss Chapters 10 and 11////Thursday: Guest Speaker | Study for Quiz #3 - 20 Questions Chapters 8 thorough 11 and information from class thus  far |
| **24-Oct** | Tuesday: Quiz #3 - ON LINE VIA CANVAS - Chapters 8 through 11 and information from class thus far including "Little Book of Cases" Discussion ////Thursday: NO LIVE  CLASS | Read Cases 9 through 19 in Part II from "The Little Book" |
| **31-Oct** | Discuss Cases 9 through 19 in Part II from "The Little Book  of Cases" | Read Chapter 12 |
| **7-Nov** | Tuesday: Discuss Chapters 12//// Thursday: NO LIVE  CLASS | Read Chapter 13 |
| **14-Nov** | Tuesday: Discuss Chapter 13////Thursday: Guest Speaker | Read Chapter 14 |
| **21-Nov** | Tuesday Discuss Chapter 14: Thursday: no class  **THANKSGIVING** | Study for Quiz #4 - 20 Questions Chapters 12 through 14 and information from class thus  far |
| **28-Nov** | Tuesday: Class wrap-up and review discussion.  ////Thursday: Quiz #4 - ON LINE VIA CANVAS - Chapters 12 through 14 and information from class thus far  including "Little Book of Cases" Discussion | Have a great Winter Break!! |
| **Final Exam** | **There is NO final exam for this class** |  |
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| **\*Note:** | In addition to the materials stated, there are likely to be additional readings or views of on-line materials assigned  during the conduct of this class. |  |
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Page6

Page7

# Selected University and College Policies

**Code of Academic Integrity Policy Statement**

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high-quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty.

For more information, please see FAU Regulation 4.001 at: [FAU Regulation 4.001.](http://www.fau.edu/regulations/chapter4/4.001_Code_of_Academic_Integrity.pdf)

# Disability / Accessibility Policy Statement

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS)—in Boca Raton, SU 133 (561-297-3880); in Davie, LA 131 (954-236-1222); or in Jupiter, SR 110 (561-799-8585) —and follow all

SAS procedures. Their web site is: <https://fau.edu/sas>.

# Religious Accommodation Policy Statement

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices, observances, and beliefs regarding admissions, registration, class attendance and the scheduling of examinations and work assignments.

For further information, please see FAU Regulation 2.007 at: [FAU Regulation 2.007.](http://www.fau.edu/regulations/chapter2/Reg%202.007%208-12.pdf)

# University Approved Absence Policy Statement

In accordance with rules of the Florida Atlantic University, students have the right to reasonable accommodations to participate in University approved activities, including athletic or scholastics teams, musical and theatrical performances and debate activities. It is the student’s responsibility to notify the course instructor at least one week prior to missing any course assignment.

# Incomplete Grade Policy Statement

A student who is passing a course, but has not completed all work due to exceptional circumstances, may, with consent of the instructor, temporarily receive a grade of incomplete

(“I”). The assignment of the “I” grade is at the discretion of the instructor, but is allowed only if

Page8

the student is passing the course.

The specific time required to make up an incomplete grade is at the discretion of the instructor. However, the College of Business policy on the resolution of incomplete grades requires that all work required to satisfy an incomplete (“I”) grade must be completed within a period of time not exceeding one calendar year from the assignment of the incomplete grade. After one calendar year, the incomplete grade automatically becomes a failing (“F”) grade.

# Withdrawals

Any student who decides to drop is responsible for completing the proper process required to withdraw from the course.

# Grade Appeal Process

A student may request a review of the final course grade when s/he believes that one of the following conditions apply:

* There was a computational or recording error in the grading.
* Non-academic criteria were applied in the grading process.
* There was a gross violation of the instructor’s own grading system.

The procedures for a grade appeal may be found in [FAU Regulation 4.002.](http://www.fau.edu/regulations/chapter4/4.002_Student_Academic_Grievance_Procedures_for_Grade_Reviews.pdf)

# Definition a Mostly/Mixed Online (Hybrid) Course at FAU

In many cases, students ask what a mostly/mixed online (Hybrid) course is. At FAU, it is described as a course without any extra technology fees, that is a combination of face-to-face (F2F) traditional instruction **mixed** with online or eLearning distance components.

Faculty members are permitted to have as LITTLE as 20 percent of class time in a F2F setting, leaving as MUCH as 80% of the class to be taught online using the learning management system (LMS), Canvas. **On-line sessions will be announced well in advance by the professor**.

During on-line sessions, there is no reduction in course contact hours or workload per Florida Administrative Code, Rule 6A-10.033 (see above section, Class Time Commitment). Students comment that hybrid or mixed mode instructional delivery is usually their most preferred method because it has components for F2F but also integrates the convenience of having an occasional distance learning class. It is the instructor’s discretion as to when and how much online (between 20% and 80%) will be utilized. Please make sure you check your FAU emails a DAILY to know what method of instruction will be utilized for each week.

For a detailed description of the hybrid teaching model, please see the excellent example provided by the University of Wisconsin – Milwaukee at:

<http://www4.uwm.edu/ltc/hybrid/about_hybrid/index.cfm>

# Nuances of /eLearning as Applied to Mostly/Mixed On-Line Hybrid Classes:

Page9

1. You may not have previously enrolled in an eLearning course. As with face-to-face courses, there is tremendous variety across teaching styles and professors. In this course, the professor may provide on-line materials via three primary avenues:
   * Readings/suggested readings and comments provided by the professor to the students
   * Use of technology for some narrated power points, videos or video lectures
   * Electronic communication (email) between the professor and the student
2. Also, in an eLearning environment, the “visual” cues of face-to-face interaction are missing and a person’s tone may be misunderstood. For example, a student may attempt to “joke” with another student, but their smile cannot be seen and their “joke” may be misconstrued as sarcasm or, even worse, a degrading comment. Hence, students are strongly encouraged to proofread their typed communications for explicit clarity and professionalism prior to their delivery to the professor or their peer students.
3. As with any eLearning course, it is fully the student’s responsibility to have the proper hardware, software, and other required technology resources. Please review the following technology-specific information.
   * Students are required to use any “tutorials” or training offered in Canvas to be

certain they can use the software as required

* + Students are required to install all plug-ins and other related technology required software for Canvas to operate properly
  + Students are required to phone the FAU Computer Help Desk at 561-297-3999 if they have specific technology questions; the professor does not have this information
  + All exams will be distributed to students via the Learning Management System – Canvas. Students will take all exams and quizzes from any location where they have a reliable Internet connection as well as the appropriate installed software on their computer. Or, students can take their exams and quizzes at any FAU computer lab that is open and available during the time of the scheduled exam or quiz if they happen to be located near a physical FAU campus.
  + Please review the above section, Technical Difficulties during Assessments, to become fully familiar with this information; students cannot claim a technical difficulty as an excuse for not completing a quiz or exam during the open time frame
  + Any student needing accommodations to use technology for an assessment (or for other class purposes) must a) be registered and approved by the FAU Student Accessibility Services (SAS) office, b) have provided the professor with the SAS office official documentation and any other necessary information well in advance of the assessment, c) requested reasonable accommodations well in advance of the assessment, and, d) also be provided the option to take the exam with a proctor at the SAS office if necessary
  + All assessments in this course (i.e., exams and assignments) will be taken within the Learning Management System (LMS) Canvas

Page10

# Disruptive Behavior Policy Statement

Disruptive behavior is defined in the FAU Student Code of Conduct as *“... activities which interfere with the educational mission within classroom.”* Students who behave in the classroom such that the educational experiences of other students and/or the instructor’s course objectives are disrupted are subject to disciplinary action. Such behavior impedes students’ ability to learn or an instructor’s ability to teach. Disruptive behavior may include, but is not limited to: non- approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or, other violations of an instructor’s expectations for classroom conduct.

# Academic Integrity

The professor will not tolerate violations of academic integrity in ***any*** form. The consequences for ***ANY*** type of academic integrity violations are severe and are as follows: ***Any evidence of academic integrity violations whatsoever will automatically result in a course grade of F along with the student being reported to the proper administrators at Florida Atlantic University (FAU)***.

# Students are encouraged to review FAU’s Regulation 4.001, Code of Academic Integrity. For students’ convenience, this document is available in the Course Documents section of Blackboard within the class site or by visiting the following web site:

[**www.fau.edu/regulations/chapter4/4.001\_Code\_of\_Academic\_Integrity.pdf**](http://www.fau.edu/regulations/chapter4/4.001_Code_of_Academic_Integrity.pdf)

The Code of Academic Integrity clearly discusses the purpose, the definitions, the procedures, and the penalties for violations of Academic Integrity as defined by FAU.

**Email Account Requirements:** FAU students sometimes have problems if they have their FAU emails forwarded to their personal account on another Internet Service Provider (ISP).

As a student in this course, you are **required** to utilize your FAU email address for all electronic mail correspondence. All electronic mail correspondence from the professor will be sent to the FAU email address you have on file. Please make sure this address is functioning and able to accept incoming emails.

**Reaching Your Goal of a College Degree**

In today’s busy world, it’s easy for students to get off track due to their busy lives with work, families, significant others, financial problems, etc. Florida Atlantic University is committed to helping you make it through to your goal of earning a college degree. We encourage you to use **any** or **all** of the resources below if you encounter problems along the way. Remember that if you attend class regularly, take good notes, and read the assignments in a timely manner, you should succeed and reach your goals. If you have problems understanding the lecture topics, specific components within the lectures or reading assignments, or would like to review your exams in person, please set up an appointment with the instructor. He will be as flexible as possible to accommodate your busy schedule. Remember; *do not wait*

*until the end of the semester to seek assistance!* Reach out to the professor as early as possible when the need arises.

Page11

Instead of just dropping a course or putting a stop to your attendance when “life gets in the way”, the professor encourages you to also use the ***vast*** resources here at FAU. Please see the extensive, but not exhaustive, list on the following page.

For a full list of resources go to: [**http://www.fau.edu/studentresources/**](http://www.fau.edu/studentresources/)

UNIVERSITY CENTER FOR EXCELLENCE IN WRITING

<http://www.fau.edu/UCEW/WC/>

TUTORING, STUDY ASSISTANCE, & ACADEMIC SUPPORT

<http://www.fau.edu/ctl/TutoringStudyHelpAndAcademicSupportStudentResources.php>

CENTER FOR LEARNING AND STUDENT SUCCESS

<http://www.fau.edu/CLASS/>

STUDENT INVOLVEMENT AND LEADERSHIP

<http://www.fau.edu/sil/>

OFFICE OF HEALTH AND WELLNESS

<http://www.fau.edu/wellness/index.php>

COUNSELING CENTER

<http://www.fau.edu/counseling/>

STUDENTS IN DISTRESS

<http://www.fau.edu/studentsindistress/index.php>