H/R Sp 14 UNIVERSITY OF SOUTH FLORIDA

1. SCHOOL OF HOTEL AND RESTAURANT MANAGEMENT
   HFT 4221

HOSPITALITY HUMAN RESOURCES MANAGEMENT

11. Professor: Dr. John R. Walker
    Office: SMC B 211
    Office Hours: By appointment.
    Email: jwalker@sar.usf.edu

MISSION STATEMENT

The mission of the School of Hotel and Restaurant Management at the University of South Florida is to provide excellence in teaching, research and service to all persons and to build foundations for lifelong learning. The School of Hotel and Restaurant Management prepares individuals for industry management and leadership roles in a global economy and interfaces with stakeholders to deliver hospitality professionals that add to the financial, intellectual, environmental, ethical and social growth of Florida and the Nation.

HOSPITALITY HUMAN RESOURCES MANAGEMENT

INTRODUCTION

One hospitality operation is physically much the same as another. It is Human Resource that is the highest single cost item and yet it is also the most important element of service. Attracting, retaining, and development of the human resource have become the single most important issue of the decade of the 2000s for the hospitality industry.

111. COURSE DESCRIPTION

This course defines the role of the Human Resources Director, the Hospitality Human Resources Department, and examines the Hospitality Human Resources functions: Job Analysis, Job Descriptions and Specifications, the Labor Market and Recruitment are considered together with hiring including interviewing and pre-employment testing, orientation and training programs, Coaching and Team-Building are considered along with performance evaluation and compensation, benefits, and employee assistance programs, labor relations, Conflict Management, Americans with Disabilities Act, EEOC, human rights and legal issues in employment, and computer applications in Human Resources Management.
HOSPITALITY MANAGEMENT PROGRAM OUTCOMES

1. Identify and apply business concepts and skills relevant to the operational areas of hospitality management.
2. Describe and apply the fundamental principles of leadership and model behavior of effective leaders.
3. Demonstrate effective communication skills.
4. Analyze information and make decisions using critical thinking and problem solving skills.
5. Evaluate ethical and diversity considerations relevant to the hospitality industry.

IV. COURSE OBJECTIVES/GOALS

After reading and studying the text, lectures, and analyzing the case studies, students who have successfully completed the course should be able to:

1. Know the theoretical and practical aspects and applications of human resources leadership and supervision in the hospitality industry.
2. Identify the functions of hospitality human resources leadership and supervision.
3. Recognize the main elements of supervision in the hospitality industry.
4. Identify and explain basic motivational principles and motivational theory and its application to the human resource function.
5. Prepare and present a paper on a human resource issue in the hospitality industry through the foundation of fundamental research and the application to industry practices.
6. Analyze and formulate recommendations to various human resource issues in the hospitality industry.

V. COURSE LEARNING OBJECTIVES TO ACHIEVE LISTED GOALS:

1. To demonstrate by examination and writing live case studies or a paper, knowledge of the theoretical aspects and practical application of hospitality human resource leadership and supervision.
2. Describe the functions of hospitality human resources leadership and supervision.
3. Outline the main elements of HR leadership and supervision in the hospitality industry by answering end of chapter review and discussion questions and case studies.
4. Write and present a paper on a hospitality human resources topic.
5. Analyze and formulate recommendations to various HR issues by doing case studies and answering review and discussion questions.
V1. COURSE CONTENT AND METHODS OF INSTRUCTION:

A. METHODOLOGY OF PRESENTATION:
Live:-Interactive lecture, guest speakers, cooperative learning, discussion, field trips and case study creation and analysis.
On-Line:- Reading texts, answering discussion questions, answering case studies and writing a paper.

B. CLASS OUTLINE BY TOPIC:

Chapter 1 Leading Human Resources
Chapter 2 Equal Opportunity Laws and Diversity
Chapter 3 Human Resources Planning, Job Analysis, Job Description, and Organizing
Chapter 4 Sourcing: Recruitment, Selection, and Orientation
Chapter 5 Compensation and Benefits
Chapter 6 Motivation
Chapter 7 Teamwork, Teambuilding and Coaching
Chapter 8 Employee Training and Development
Chapter 9 Performance Leadership
Chapter 10 Discipline and Employee Assistance Programs
Chapter 11 Health and Safety
Chapter 12 Conflict Management, Resolution and Prevention
Chapter 13 Communicating and Delegating
Chapter 14 Decision Making and Control

Submit Term Paper by 5 pm Friday April 18.

C WEEKLY ASSIGNMENTS:

1. Each week please read the next chapter and be prepared to answer the discussion questions and cases. (Not for the on-line course participants)
2. There is a weekly quiz on each chapter = 20 multiple choice questions. Please take the tests at your own pace but complete them all by the end of week 14 of the course. Value 85%

TERM PAPER ASSIGNMENT
3. Term Paper Assignment: To write a detailed HR paper of at least 5-10 pages covering one or more HR topics. Due April 18 Value 15%.

V11. TEXT AND MATERIALS:
V111. COURSE GRADING AND EVALUATION:

Weekly Tests = 85% of grade

Paper due week April 18 = 15%

GRADE SCALE

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1X. PLAGIARISM:

Please refer to the official University policy on plagiarism. The professor may use “Turitin.com” and other software to assess potential plagiarism and check all footnotes.

X Students with Disabilities

Students are responsible for registering with the Office of Students with Disabilities Services (SDS) in order to receive academic accommodations. Reasonable notice must be given to the SDS office (typically 5 working days) for accommodations to be arranged. It is the responsibility of the student to provide each instructor with a copy of the official Memo of Accommodation. Contact Information: Pat Lakey, Coordinator, 941-359-4714; plakey@sar.usf.edu; www.sarasota.usf.edu/Students/Disability/

USFSM Policies

A. Academic Dishonesty: The University considers any form of plagiarism or cheating on exams, projects, or papers to be unacceptable behavior. Please be sure to review the university’s policy in the catalog, USFSM Undergraduate Catalog or USFSM Graduate Catalog and the USF Student Code of Conduct.
B. **Academic Disruption:** The University does not tolerate behavior that disrupts the learning process. The policy for addressing academic disruption is included with Academic Dishonesty in the catalog: [USFSM Undergraduate Catalog](https://usfsmmanual.usf.edu/USFSM/USFSM_Graduate_Catalog) or [USFSM Graduate Catalog](https://usfsmmanual.usf.edu/USFSM/USFSM_Graduate_Catalog) and the [USF Student Code of Conduct](https://www.usf.edu/studentconduct/).

C. **Contingency Plans:** In the event of an emergency, it may be necessary for USFSM to suspend normal operations. During this time, USFSM may opt to continue delivery of instruction through methods that include but are not limited to: Blackboard, Elluminate, Skype, and email messaging and/or an alternate schedule. It’s the responsibility of the student to monitor Blackboard site for each class for course specific communication, and the main USFSM and College websites, emails, and [MoBull](https://www.mobbull.usf.edu) messages for important general information. The USF hotline at 1 (800) 992-4231 is updated with pre-recorded information during an emergency. See the [Safety Preparedness Website](https://www.usf.edu/safety/) for further information.

D. **Disabilities Accommodation:** Students are responsible for registering with the Office of Students with Disabilities Services (SDS) in order to receive academic accommodations. Reasonable notice must be given to the SDS office (typically 5 working days) for accommodations to be arranged. It is the responsibility of the student to provide each instructor with a copy of the official Memo of Accommodation. Contact Information: Pat Lakey, Coordinator, 941-359-4714, plakey@sar.usf.edu, [www.sarasota.usf.edu/Students/Disability/](http://www.sarasota.usf.edu/Students/Disability/)

E. **Fire Alarm Instructions:** At the beginning of each semester please note the emergency exit maps posted in each classroom. These signs are marked with the primary evacuation route (red) and secondary evacuation route (orange) in case the building needs to be evacuated. See [Emergency Evacuation Procedures](https://www.usf.edu/safety/).

F. **Religious Observances:** USFSM recognizes the right of students and faculty to observe major religious holidays. Students who anticipate the necessity of being absent from class for a major religious observance must provide notice of the date(s) to the instructor, in writing, by the second week of classes. Instructors canceling class for a religious observance should have this stated in the syllabus with an appropriate alternative assignment. See USF System Policy: [http://generalcounsel.usf.edu/policies-and-procedures/pdfs/policy-10-045.pdf](http://generalcounsel.usf.edu/policies-and-procedures/pdfs/policy-10-045.pdf)

G. **Web Portal Information:** Every newly enrolled USF student receives an official USF e-mail account. Students receive official USF correspondence and Blackboard course information via that address.