



SCHOOL of BUSINESS AND TECHNOLOGY
Department of Hospitality and Tourism Management

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COURSE OUTLINE – SYLLABUS

1. **GENERAL INFORMATION:**

- 1.1. Course: HMG 401 – Law and the Hospitality Industry – 3 Credit Hrs.
- 1.2. Meeting Time: Online via UMES Blackboard (asynchronous)
- 1.3. Instructor: Judy Streeter jlstreeter@umes.edu cell: 240-848-5041
- 1.4. Text: Hospitality Law, Managing Legal Issues in the Hospitality Industry, Fourth Edition by Stephen Barth; Published 2011 by John Wiley & Sons, Inc.
- 1.5. Office Hours: Video-Conference/Telephone: by appointment
- 1.5.1. Email me with questions or concerns, or if more urgent need call my cell phone.

1.6. **HTM Department Mission and Philosophy:** The mission of the Department of Hospitality and Tourism (HTM) within the School of Business and Technology is to prepare entry level hospitality management professionals with **essential skills** for long term hospitality career success and industry leadership. HRM also fosters research and service of direct application and benefit to the State of Maryland and the global hospitality industry. (2016-2017 UMES Undergraduate Course Catalog)

1.7. **UMES Disability Statement:** Students capable of success, regardless of their disabilities are admitted to the university. The faculty and staff of the University of Maryland Eastern Shore work cooperatively to assist their students in achieving their educational goals. Moreover, students with disabilities are accommodated in accordance with both federal and state laws. To receive special accommodations for a disability, the student must register with Student Disability Services (SDS) before any accommodations can be granted. At the time of registering for disability services, please bring documentation to support your claimed disability. The documentation must be recent and provided by a licensed professional with expertise in the special disability area. If you have any questions about disability services or accommodations, please contact Dr. Dorling K. Joseph at (410) 621-3446. Student Disability Services (SDS) is located in the Student Services Center (SSC, Suite 2165).

2. **COURSE DESCRIPTION:**

A study of laws applicable to the hospitality industry, this course includes the host's responsibility, negligence, liability, contract, torts, regulations and insurance. (2016-2017 UMES Undergraduate Course Catalog)

3. COURSE OBJECTIVES:

3.1. **General:**

- 3.1.1. For each student to have a basic understanding of the principles of hospitality law.
- 3.1.2. For each student to be able to apply the legal theory and prevention techniques to factual situations.

3.2. **Program Learning Outcomes (PLOs) # 1 & 6**

- 3.2.1. PLO #1 -- Hospitality Attitude - apply the principles of hospitality operations, and utilize professional terminology while exhibiting/demonstrating hospitality professionalism and demeanor
- 3.2.2. PLO #6 – International/Multicultural Sensitivity- - display high comfort levels of functionality in global hospitality/tourism multicultural customer/guest satisfaction service environments.

3.3. **Course Learning Outcomes (CLOs):** Upon completion of this course students will be able to:

- 3.3.1. Describe the sources of law within the USA and the attributes of civil and criminal law. *2
- 3.3.2. Apply the principles of contract in the business of hospitality *3
- 3.3.3. Apply the legal issues related to legally managing property. *3
- 3.3.4. Outline the principles connected to the legal selection of employees. *4
- 3.3.5. Assemble the legal principles associated with managing employees. *5
- 3.3.6. Appraise the journey of a case through the legal system. *6
- 3.3.7. Distinguish the legal and management impact of operating under a union contract. *4
- 3.3.8. Critique the responsibilities of a hospitality operator to guests. *6
- 3.3.9. Justify the responsibilities of a hospitality operator for guest's property. *6
- 3.3.10. Assemble for specific situations legal principles associated with serving food and beverages. *5
- 3.3.11. Assess ethical decision-making and the distinction between legal and ethical issues. *6

3.4. **Critical Analysis and Reasoning (CAR) Level - 1.1, 1.2, and 1.3**

* Bloom's Taxonomy Learning Level

4. CONDUCT OF COURSE:

4.1. **Prerequisites:** None

4.2. **Attendance:** Attendance: On-line course - "attendance" is tracked via Blackboard; time spent and materials viewed are tracked for all students.

4.3. **Course Materials:**

4.3.1 Videos: Videos related to several of the course topics are posted within the appropriate Module.

4.3.2 Lecture slides: PowerPoint slides highlight some material in addition to the text, as well as highlighting key points from our text.

4.3.3. Echoes: Some Modules include an "Echo" this will cover content area to help explain some concepts in more depth or cover content not covered in the text.

4.4. **Activities:** This course is offered 100% on-line; all learning and assessment occur on-line through Blackboard - accessed through MYUMES.

4.4.1. Assignments are to be completed independently – do not work with others to write the assignment and do not share your written assignments with others; submitting the same written assignment is a form of cheating and will be addressed as stated in the UMES Academic Honesty policy.

4.4.2. **On-Line Testing: This course requires the use of LockDown Browser and a webcam (Respondus Monitor) for all quizzes, mid-term and final tests!**

- The webcam can be built into your computer or can be the type that plugs in with a USB cable.
- Watch this short video to get a basic understanding of LockDown Browser and the webcam feature: <http://www.respondus.com/products/lockdown-browser/student-movie.shtml>
- Then download and install LockDown Browser from this link: <http://www.respondus.com/lockdown/download.php?id=439542670>
- Note: Don't download a copy of LockDown Browser from elsewhere on the Internet; those versions won't work at our institution.
- To take an online test or quiz, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review https://www.umes.edu/cms300uploadedFiles/1-AcademicAffairs/Inst_Tech/LockDown%20Browser%20for%20Students.pdf

4.4.3. **Quizzes**, when taking the on-line quizzes; follow these guidelines:

- Ensure you're in a location where you won't be interrupted and turn off all mobile devices, phones, etc.
- You **may** use your text book, lecture slides and other printed materials; you **may not** use on-line resources
- Remain at your desk or workstation for the duration of the quiz.
- A webcam is required, make sure it is plugged in or enabled before starting LockDown Browser. Also, the microphone needs to be operational.
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

4.4.4. Finally, when taking an online **test**, follow these guidelines:

- Ensure you're in a location where you won't be interrupted and turn off all mobile devices, phones, etc.
- Clear your desk of all external materials — books, papers, other computers, or devices – **no resources may be used during a test!**
- Remain at your desk or workstation for the duration of the test.
- A webcam is required, make sure it is plugged in or enabled before starting LockDown Browser. Also, the microphone needs to be operational.
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

4.5. **Academic Honesty:** UMES policy on Academic Honesty will be strictly adhered to: see UMES web site and course Blackboard site.

5. FINAL GRADE DETERMINATION

Mid-Term Test	250 points
Final Test	250 points
Five Quizzes	200 points
Seven Assignments	280 points
Introduction Discussion Post	20 points
	1000 Total Points

- A 900 to 1000 points
- B 800 to 899 points
- C 700 to 799 points
- D 600 to 699 points
- F below 600 points

- 5.1. **Assignments:** There are seven assignments scheduled throughout the semester. See the course outline posted on Blackboard for the course schedule and all activities and assessments. Each Module Learning Guide also details everything and provides due dates.
- 5.1.1. All assignments must be submitted via Blackboard prior to the due date and time; there are **NO** make-ups for assignments. All such assignments will become unavailable in Blackboard at 7:00 pm on the due date.
- 5.1.2. **All assignments are to be completed and submitted in Blackboard: NO emails, faxes or other methods will be accepted.** Therefore stay current and make sure you have access to Blackboard at all times. (Don't let your password expire.)
- 5.1.3. **DO NOT use attachments for written assignments:** Complete them in the assignment workspace in Blackboard. I strongly recommend that you copy and paste the assignment questions to a word document, complete the assignment in the word document and then copy and paste into the assignment workspace. **NO ATTACHMENTS will be graded.**
- 5.1.4. Assignments are to be completed independently – do not work with others to write the assignment and do not share your written assignments with others; submitting the same written assignment is a form of cheating and will be need to be addressed as articulated in the UMES Academic Honesty policy.
- 5.1.5. Sources are to be cited for all written assignments, to include text, lecture slides, videos and web research.
- 5.2. **Quizzes:** There will be five (5) quizzes taken via the Lockdown Browser and Monitor on the Blackboard site. All quizzes will become unavailable on Blackboard at 7:00 pm of the final due date; **there are NO make-ups for Quizzes.**
- 5.2.1. The quizzes are open book. However, be aware they are timed and can only be taken once. One will not have time to research the correct answer to each quiz question, thus the student needs to be prepared to take the quiz at the time of opening the quiz! This is an individual assignment - do not work with others and do not share the questions and answers. Be aware there are different versions of

the quizzes; therefore it may impact others negatively if quiz information is shared. When taking the quiz be aware that if an answer is not saved then the answer will not be calculated. Thus it is very important that directions are followed. No quiz scores will be adjusted due to student error. While taking a quiz one cannot backtrack and questions will be displayed one at a time only.

5.3. **Mid-Term and Final Tests:** As noted previously: this course requires LockDown Browser and a webcam (Respondus Monitor) for you to take the online mid-term and final tests! These tests are closed book, no notes, and no resources from the web – a totally individual effort. Prepare exactly as you would for an in-person, proctored exam. For both tests, you will be able to take the test during one of two three hours blocks of time, check the Course Schedule and Announcements for exact days and times. You do **MUST** complete the exam completely once begin, you cannot save and return. No exception to the testing dates will be extended without prior approval from the instructor, and these arrangements need to be made no less than one week in advance. Do understand that I will be notified via the system of any violations to the testing guidelines; I will review the video of you taking the exam and any violations will be dealt with in the same manner as cheating would be at any other time following the UMES Academic Honesty policy.

5.4. **Introduction Discussion Board:** The first activity is to post your introduction on the Discussion Board and respond to two others. **No late posting will be accepted.**

6. **REFERENCES: NONE**

7. **SCHEDULE OF DATES, TOPICS AND ASSIGNMENTS**

7.1. The detailed Schedule of **Dates, topics and Assignments** below is also posted as a separate document in the course Blackboard site as **course schedule** and provides a very extensive over view of the course schedule and content module by module.

7.2. Each Module includes a Module Learning Guide for that chapter/content area as well; this will provide the requirements for the module to include due dates.

7.	DATES	TOPICS	ASSIGNMENTS
Week	Dates	Module Topic Module #	Learning/Evaluation Activities
1		Introduction to Course and Classmates AND Module One:	<ul style="list-style-type: none"> ✓ Assignment: Introductions <ul style="list-style-type: none"> ○ Purchase Book ○ Review Course Blackboard site ○ Read Announcement carefully ○ Print Course Syllabus and Outline ○ Calendar (your personal calendar) all Due Dates ○ Post Discussion One: Due: (7:00 pm) ○ Post Two Responses to Discussion: Due: (7:00 pm) ✓ Assignment: Module One <ul style="list-style-type: none"> ○ Read Chapter One: Prevention Philosophy ○ Review Lecture Slides ○ Watch the video segments: <i>Ethics: The LOGIC of Right</i>

			<ul style="list-style-type: none"> ○ Complete and Submit Assignment One: Due: (7:00 pm)
2		Module Two:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Two: Government Agencies ○ Review Lecture slides ○ Complete and Submit Assignment Two: Due (7:00 pm)
3		Module Three:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Three: Hospitality Business Structures ○ Review Lecture slides ○ Take Quiz One: Due (7:00 pm)
4		Module Four:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Four: Business Contracts ○ Read Chapter Five: Hospitality Contracts ○ Review Lecture slides ○ Take Quiz Two: Due (7:00 pm)
5		Module Five:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Six: Legally Managing Property ○ Review Lecture slides ○ Complete and Submit Assignment Three: Due (7:00 pm)
6		Module Six:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Seven: Legally Selecting Employees ○ Read Lecture Slide on Organized Labor ○ Research Organized Labor (labor unions) ○ Review Lecture slides (2 sets) ○ Take Quiz Three: Due (7:00 pm) ✓ Optional: Two Extra Credit Assignments Available: 25 point each Due - (7:00 pm)
7			<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Take Mid-Term Test Detailed announcements on the course site will provide date, times and processes- However review syllabus and announcements in advance to ensure you have downloaded the required software and have access to the correct hardware! ○ Test Available: 7:00 am – 11:00 am and 4:00 pm – 8:00 pm. However, once started the text must be completed within a two-hour time limit.
8			✓ SPRING BREAK
9		Module Seven:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Eight: Legally Managing Employees

			<ul style="list-style-type: none"> ○ Review Lecture slides ○ Watch Video: <i>Harassment for Managers A New Look</i> ○ Complete and Submit Assignment Four: Due -(Due 7:00 pm)
10		Module Eight:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Nine: Responsibilities as an Operator ○ Review Lecture slides (Journey of Case) and Lecture Slides ○ Complete and Submit Assignment Five: Due - (7:00 pm)
11		Module Nine:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Ten: Responsibilities to the Guests ○ Review Lecture slides ○ Quiz Four: Due: -(7:00 pm) ○ Optional Extra Credit Available: Due - (25-point potential)
12		Module Ten:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Eleven: Responsibilities for Guest Property ○ Review Lecture slides ○ Complete and submit Assignment Six: Due - (7:00 pm)
13		Module Eleven:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Twelve: Serving F & B ○ Review Lecture slides ○ Complete and submit Assignment Seven: Due- (7:00 pm)
14		Module Twelve:	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Fourteen: Safety and Security ○ Review Lecture slide ○ Take Quiz Five: Due (7:00 pm)
15		Prepare for Final and Optional Extra Credit	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Prepare for Final Exam ✓ Extra Credit Available (optional): Due (7:00 pm)
16		Final Test	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Take Final Test Detailed announcements on the course site will provide date, times and processes. ○ Test Available: 7:00 am – 11:00 am and 4:00 pm – 8:00 pm. However, once started the text must be completed within a two-hour time limit.