



SCHOOL of BUSINESS AND TECHNOLOGY
Department of Hospitality and Tourism Management

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COURSE OUTLINE - SYLLABUS

1. **GENERAL INFORMATION:**

- 1.1 Course: HMGMT 402 Human Resources Management – 3 Credit Hours
- 1.2 Meeting Time: Online via UMES Blackboard (asynchronous)
- 1.3 Instructor: Judy Streeter; jlstreeter@umes.edu 240-848-5041 (cell)
- 1.4 Text: “Supervision in the Hospitality Industry” 8th Edition, Jack E. Miller, John R. Walker; Published by: John Wiley & Sons, Inc. 2017
- 1.5 Office Hours: Video/Telephone: by appointment
1.5.1 Please email me with questions or concerns, or if more urgent call my cell phone.
- 1.6 **HTM Department Mission and Philosophy:** The mission of the Department of Hospitality and Tourism Management (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)
- 1.6 **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 Service (SDS) is located in the Student Services Center (SSC, Suite 2165).

2 COURSE DESCRIPTION:

Supervisor and employee relations with emphasis on human relations, organization, and manpower planning and development, are the foci of this course. Also, employee compensation and benefits in the hospitality industry, as well as, ethics and policies, are included. (UMES Undergraduate Catalog)

3 COURSE OBJECTIVES:

3.1 **General:** This course is designed to introduce students to the theories, principles and practices of management and leadership; with significant focus on the application of human resource (people) leadership in the hospitality industry.

3.2 Program Learning Outcomes (PLO) based: 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 Demonstrate the role of a supervisor in the hospitality industry. *3

3.3.2 Outline effective decision making and problem solving methods and skills. *4

3.3.3 Analyze effective communication skills. *4

3.3.4 Plan diversity management in the hospitality workplace and be able to differentiate between managing diversity and complying with EEO law. *5

3.3.5 Propose the role of supervisors and their methods to create a positive work environment. *5

3.3.6 Critique the essential components of a performance management system and how supervisors create and execute the standards to deliver business objectives. *6

3.3.7 Diagram the elements of a comprehensive recruitment and selection system. *4

3.3.8 Appraise the attributes of a thorough employee training and development program. *6

3.3.9 Select the methods and tools supervisors use to plan and control the work being done. *6

3.3.10 Justify business ethics; the impact on management decision-making and the components of ethics program within corporations. *6

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

* Bloom's Taxonomy

4 CONDUCT OF COURSE:

4.1 **Prerequisites:** None

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

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 Video Lecture: Some Modules may include a "video lecture" this will be a video of the instructor (or a guest) covering a 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 on-line where 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!**

4.4.2.1 The webcam can be built into your computer or can be the type that plugs in with a USB cable.

4.4.2.2 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>

4.4.2.3 Then download and install LockDown Browser from this link: <http://www.respondus.com/lockdown/download.php?id=439542670>

4.4.2.4 Note: Don't download a copy of LockDown Browser from elsewhere on the Internet; those versions won't work at our institution.

4.4.2.5 To take an online test, 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:

4.4.3.1 Ensure you're in a location where you won't be interrupted and turn off all mobile devices, phones, etc.

4.4.3.2 You **may** use your text book, lecture slides and other printed materials; you **may not** use on-line resources.

4.4.3.3 Remain at your desk or workstation for the duration of the quiz.

- 4.4.3.4 A webcam is required, make sure it is plugged in or enabled before starting LockDown Browser. Also the microphone needs to be operational.
- 4.4.3.5 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:
- 4.4.4.1 Ensure you're in a location where you won't be interrupted and turn off all mobile devices, phones, etc.
- 4.4.4.2 Clear your desk of all external materials — books, papers, other computers, or devices – **no resources may be used during a test!**
- 4.4.4.3 Remain at your desk or workstation for the duration of the test.
- 4.4.4.4 A webcam is required, make sure it is plugged in or enabled before starting LockDown Browser. Also the microphone needs to be operational.
- 4.4.4.5 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.

5 FINAL GRADE DETERMINATION:

Mid-Term Test	250 points
Final Test:	250 points
Four Quizzes	160 points
Two Discussions & Responses	100 points
<u>Six Assignments</u>	<u>240 points</u>
	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 **Discussions and Assignments:** See the *Course Schedule* posted on Blackboard for the course schedule and all activities. Each *Module Learning Guide* also details everything and provides due dates
- 5.1.1 All discussions/responses and assignments must be submitted via Blackboard prior to the due date and time; there are **NO** make-ups for discussions and assignments. All such assignments and discussions will become unavailable in Blackboard at **7:00 pm on the due date**.
- 5.1.2 All discussions and 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:** the assignment must be submitted via the “write submission” box in Blackboard. Recommended: complete your assignment in a word document and save it; copy and paste into the assignment workspace. **NO ATTACHMENTS will be graded.**
- 5.1.4 Grading rubrics and course protocols/standards are posted in the Syllabus Folder.

5.1.4.1 Written Assignments – “Grading Rubric for Written Assignments”

5.1.4.2 Discussion Boards – “Grading Rubric for Discussion Boards”

5.1.4.3 All course Communications - “Core Rules of Netiquette/Communications”

5.2 **Quizzes:** There will be four (4) quizzes taken via the Blackboard site. All quizzes will become unavailable on Blackboard at **7:00 pm of the due date; there are NO make-ups for Quizzes.**

5.2.1 Lockdown Browser and a webcam (Respondus Monitor) are required. 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 starting the quiz! This is an individual assignment; no collaborating with others during a quiz. **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) 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. (Be sure to download LockDown Browser early in the semester.) For both tests, you will be able to take them any time over a twenty-four-hour period during exam week, but you do need to complete the exam completely once you begin, you cannot save and return. No exception to the testing date 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.

6 **REFERENCES: NONE**

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

7.1 The detailed *Schedule of Dates, Topics and Assignments* posted below is also posted as separate *Course Schedule* document on the course Blackboard site 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.

DATES	TOPICS	ASSIGNMENTS
Dates	Module Topic Module #	Learning/Evaluation Activities
	Module One: Introductions and Course Planning	✓ Assignment: <ul style="list-style-type: none">○ Purchase Book (text info on the syllabus and also shown in the Syllabus, Schedule and more folder)○ Print and Read: Course Syllabus and Outline and review all Due Dates○ Print and Read: "Core Rules of Netiquette/Communications" (see information in Syllabus and more folder)○ Print and Read: "Grading Rubric for Written Assignments" (see information in Syllabus and more folder)○ Print and Read: "Grading Rubric for Discussion Boards" (see information in Syllabus and more folder)○ Review Lecture slides

		<ul style="list-style-type: none"> ○ Learn about and down load Lock Down Browser (see information in Syllabus and more folder) ○ Post Discussion One: Due: 7:00 pm ○ Post Three Responses to Discussion: Due: 7:00 pm <p>✓ Resources:</p> <ul style="list-style-type: none"> ○ Text Book ○ Course Blackboard site ○ Lecture slides
	Module Two: The Supervisor as Manager	<p>Chapter 1:</p> <p>✓ Assignment:</p> <ul style="list-style-type: none"> ○ Read Chapter One ○ Review Lecture slides ○ Complete and Submit Assignment One: Due 7:00 pm NO ATTACHMENTS <p>✓ Resources:</p> <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Course Blackboard site
	Module Three: The Supervisor as Leader & Ethics	<p>Chapter 2:</p> <p>✓ Assignment:</p> <ul style="list-style-type: none"> ○ Read Chapter Two ○ Review Lecture slides ○ Watch Ethics videos ○ Take Quiz One: Due by 7:00 pm LockDown Browser & Monitor required – open book <p>✓ Resources:</p> <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Ethics videos (5 short clips)
	Module Four: Planning, Organizing, and Goal Setting	<p>Chapter 3:</p> <p>✓ Assignment:</p> <ul style="list-style-type: none"> ○ Read Chapter Three ○ Review Lecture slides ○ Review Job Description Materials ○ Complete and Submit Assignment Two: Due NO ATTACHMENTS by 7:00 pm <p>✓ Resources:</p> <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Additional materials on job descriptions
	Module Five: Equal Opportunity Laws and Diversity	<p>Chapter 5:</p> <p>✓ Assignment:</p> <ul style="list-style-type: none"> ○ Read Chapter Five ○ Review Lecture slides ○ Watch video “Diversity Works” ○ Complete and submit Assignment Three: Due NO ATTACHMENTS by 7:00 pm <p>✓ Resources:</p> <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Video “Diversity Works”
	Module Six:	Chapter 6:

	Recruitment, Selection, and Orientation	<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Six ○ Review Lecture slides ○ Take Quiz Two: Due by 7:00 pm LockDown Browser & Monitor required – open book ✓ Resources: <ul style="list-style-type: none"> ○ Text ○ Lecture slides
	Review and Prepare for Mid-Term	<ul style="list-style-type: none"> ✓ Two Optional Extra Credit Available – will assist with studies for the mid-term ✓ Due by 11:59 pm NO ATTACHMENTS
		<ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Take Mid-Term Test - LockDown Browser and Monitor NO RESOURCES ALLOWED ○ DATE: Tuesday, October 18 12:00 pm until Wednesday, 2:00 pm – you must COMPLETE by 2:00 pm on Wednesday
	Module Seven: Performance Effectiveness	<p>Chapter 7:</p> <ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Seven ○ Review Lecture slides ○ Watch video “Improving Employee Performance” ○ Complete and submit Assignment Four: Due 7:00 pm NO ATTACHMENTS ✓ Resources: <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Video: “Improving Employee Performance”
	Module Eight: Motivation	<p>Chapter 8</p> <ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Eight ○ Review Lecture slides ○ Watch video "Motivation and Team Building" ○ Post Discussion Two: Due 7:00pm ○ Three Responses: Due 7:00pm ✓ Resources: <ul style="list-style-type: none"> ○ Text ○ Lecture slides
	Module Nine: Supervising Teams, Teambuilding, and Coaching	<p>Chapter 9:</p> <ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Nine ○ Review Lecture slides ○ Quiz Three: Due 7:00 pm LockDown Browser & Monitor required – open book ✓ Resources: <ul style="list-style-type: none"> ○ Text ○ Lecture slides
	Module Ten: Employee Training and Development	<p>Chapter 10:</p> <ul style="list-style-type: none"> ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Ten ○ Review Lecture slides ○ Watch video "Conducting Orientation and Training"

		<ul style="list-style-type: none"> ○ Complete and submit Assignment Five: Due 7:00 pm NO ATTACHMENTS ✓ Resources: <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Video
	Module Eleven: Conflict Management, Resolution, and Prevention	Chapter 11: ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Eleven ○ Review Lecture slides ○ Watch video: Workplace Violence ○ Complete and submit Assignment Six: Due 7:00pm NO ATTACHMENTS ✓ Resources: <ul style="list-style-type: none"> ○ Text ○ Lecture slides ○ Video
	Module Twelve: Discipline and Harassment	Chapter 12: ✓ Assignment: <ul style="list-style-type: none"> ○ Read Chapter Twelve ○ Review Lecture slides ○ Watch videos "What is Harassment?" "Impact of Harassment" "Sexual Harassment" "Prevent Harassment" ○ Take Quiz Four: Due 7:00 pm LockDown Browser & Monitor required – open book
	Review and Prepare for Final	OPTIONAL: Extra credit two assignments available Due: 11:59 pm NO ATTACHMENTS
	Final Exam	✓ Take Final Test – LockDown Browser and Monitor NO RESOURCES ALLOWED ✓ Date: Monday, 12:00 pm until Tuesday, 2:00 pm Remember you must be COMPLETED by 2:00 pm on Tuesday.