

LSC Use Only No:	LSC Action-Date:	UWUCC USE Only No. <i>02-112d</i>	UWUCC Action-Date: <i>App</i> APR 22 2003	Senate Action Date: <i>App</i> APR 29 2003
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Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person <i>Dr. Stephen Shiring</i>	Email Address <i>sshiring@iup.edu</i>
Proposing Department/Unit <i>Hotel, Restaurant, & Institutional Management</i>	Phone <i>7-4440</i>

Check all appropriate lines and complete information as requested. Use a separate cover sheet for each course proposal and for each program proposal.

1. Course Proposals (check all that apply) <input type="checkbox"/> New Course <input checked="" type="checkbox"/> Course Prefix Change <input type="checkbox"/> Course Deletion <input checked="" type="checkbox"/> Course Revision <input checked="" type="checkbox"/> Course Number and/or Title Change <input checked="" type="checkbox"/> Catalog Description Change	
HRIM 256 Principles of Hospitality <small>Current Course prefix, number and full title</small>	HMGT 256 Human Resources in the Hospitality <small>Proposed course prefix, number and full title, if changing</small>
2. Additional Course Designations: check if appropriate <input type="checkbox"/> This course is also proposed as a Liberal Studies Course. <input type="checkbox"/> Other: (e.g., Women's Studies, Pan-African) <input type="checkbox"/> This course is also proposed as an Honors College Course.	
3. Program Proposals <input type="checkbox"/> New Degree Program <input type="checkbox"/> Program Title Change <input type="checkbox"/> Program Revision <input type="checkbox"/> New Minor Program <input type="checkbox"/> New Track <input type="checkbox"/> Other	
<small>Current program name</small>	<small>Proposed program name, if changing</small>
4. Approvals	
Department Curriculum Committee Chair(s)	<i>[Signature]</i> 1-15-03
Department Chair(s)	<i>[Signature]</i> 1-15-03
College Curriculum Committee Chair	<i>[Signature]</i> 3-10-03
College Dean	<i>[Signature]</i> 28 March 03
Director of Liberal Studies *	
Director of Honors College *	
Provost *	
Additional signatures as appropriate: (include title)	
UWUCC Co-Chairs	<i>[Signature]</i> 4/22/03

* where applicable

NEW SYLLABUS OF RECORD

I. Catalog Description

HMGT 256 Human Resources in the Hospitality Industry /W/ 3 class hours
0 lab hours
3 credit hours
(3c-01-3cr)

Prerequisites: HMGT 150

Examines human resources management in the hospitality industry. Topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation, and benefits administration.

II. Course Objectives

Upon completion of this course, the student will:

1. describe contemporary theory and practice relating to the management of the human resources within an organization as part of the total management system.
2. describe the techniques involved in the procurement, development, and maintenance of human resources such as those relating to selection, training, motivation, remuneration, and insurance.
3. explain the concept of union - management relations and the processes by which unionization takes place, union agreements are negotiated, and grievances administered.
4. explain the challenges faced by human resources managers in today=s hospitality - healthcare workplace.
5. discuss the legal issues surrounding the recruitment of human resources.
6. conduct a job analysis and prepare a job description and a job specification.
7. explain the importance of cultural awareness to effective human resources management practices in the hospitality and healthcare industries.
8. define an Employee Assistance Program and its role in employee retention.

9. describe the relationship between career development/counseling and performance development/counseling.
10. identify steps pertaining to employee performance appraisal
11. describe the characteristics of a good orientation program.
12. understand the importance and role of literacy initiatives in the workplace.

III. Course Outline

- A. Course Introduction (1 hour)
- B. Contemporary Hospitality Human Resource Management (2 hours)
 1. Defining human resources management
 2. Development of hospitality human resource management
- C. Human Resource Planning (3 hours)
 1. Forecasting
 2. The human resources planning process
- D. Analysis of the Workplace (3 hours)
 1. Job-related terminology
 2. The Job Analysis
 3. The Job Description
 4. The Job Specification
 5. Exam
- E. The Labor Market and Hospitality Recruitment (3 hours)
 1. The current hospitality labor market
 3. Types of hospitality recruitment

- F. Selection, Hiring, and Placement (3 hours)**
1. The Pre-interview process
 2. Conducting the interview
 3. Retention
- G. Hospitality Orientation and Training Programs (3 hours)**
1. Orientation
 2. Objectives of training
- H. Development Programs, Coaching, and Team Building (3 hours)**
1. Career development programs
 2. Motivation in hospitality organizations
- I. Evaluating Performance and Employee Retention (3 hours)**
1. Evaluating performance in hospitality operations
 2. The role of performance appraisal
 3. Methods of appraising performance
 4. Exam
- J. Discipline, Counseling, and Exiting the Organization (3 hours)**
1. Management and employee rights
 2. Sexual harassment
 3. The discipline process
- K. Compensation (3 hours)**
1. Exempt verses nonexempt personnel
 2. Designing a hospitality compensation plan
- L. Benefits (3 hours)**
1. The role of benefits
 2. Trends in hospitality benefits program
 3. Exam

- M. **Multiculturalism in the Hospitality Industry** (3 hours)
 1. Basic concepts of hospitality multicultural management
- N. **Employee Assistance Programs in Hospitality** (3 hours)
 1. Philosophy of hospitality employee assistance programs
 2. In-house verses contracted employee assistance programs
- O. **Labor Relations In The Hospitality Industry** (3 hours)
 1. The changing face of hospitality unions
 2. The Collective Bargaining Agreement
 3. Arbitration and Mediation
 4. Exam
- P. **Final Examination/Culminating Activity** (2 hours)

IV. Evaluation Method

The final grade for the course will be determined as follows:

- 15% Four multiple-choice, true and false short answer examinations
- 15% Final Comprehensive Examination
- 50% Writing Assignment

Individual student-prepared papers (5) on relevant topics such as: Religion in the Workplace, Resume, Cover Letter, and Thank You Letter, ADA, Glass Ceiling, Romance in the Workplace, Affirmative Action, Cultural Diversity, Job Analysis, Job Description, Performance Evaluation, Letters of Resignation.

- 15% Group Project

Team of three students will select and conduct a study of a company=s human resource functions as communicated in company literature.

- 5% Class Participation

V. **Example Grading Scale**

90% - 100%	A
80% - 89%	B
70% - 79%	C
60% - 69%	D
59% and below	F

VI. **Attendance Policy**

As student learning is enhanced by class attendance and participation in discussions, the instructor encourages regular class attendance. The attendance policy of the instructor recognizes students' need to miss class because of illness or personal emergency.

VII. **Required Textbook**

Tanke, Mary. L., Human Resources Management for the Hospitality Industry, 2nd edition, Delmar Thompson Learning, Albany, New York, 2002.

VIII. **Bibliography**

Barth, S., Hospitality Law, John Wiley & Sons, Inc., New York, New York, 2001.

Barth, S., Hayes, D., and Ninemeier, J., Restaurant Law Basics, John Wiley & Sons, Inc., New York, New York, 2001.

Casado, M. , Housekeeping Management, John Wiley & Sons, Inc., New York, New York, 1999.

Christie, R. , Resorts: Management and Operation, John Wiley & Sons, Inc., New York New York, 2001.

Cullen, N. , Team Power: Managing Human Resources in the Hospitality Industry, Prentice Hall, Upper Saddle River, New Jersey, 2001.

Guerrier, Y. , Organizational Behavior in Hotels and Restaurants, John Wiley & Sons, Inc., New York, New York, 2000.

Miller, J., Walker, J., and Drummond, K. , Supervision in the Hospitality Industry., John Wiley & Sons, Inc., New York, New York, 2002.

Newman, D., and Hodgetts, R., Human Resources Management: A Customer-Oriented Approach. Prentice Hall, Upper Saddle River, New Jersey, 1998.

Powers, T., and Barrows, C., Introduction to Management in the Hospitality Industry. John Wiley & Sons, Inc., New York, New York, 2002.

Stutts, A. , Hotel and Lodging Management., John Wiley & Sons, Inc., New York, New York, 2001.

Part II. Description of the Curriculum Change

2. Summary of Proposed Revisions

OLD Catalog Description:

HRIM 256 Principles of Hospitality Human Resource Management /W/ (3c-0l-3cr)

Examines human resource management in the hospitality and healthcare industries. Major topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation and benefits administration, and classic management theory.

NEW Catalog Description:

HMGT 256 Human Resources in the Hospitality Industry /W/ (3c-0l-3cr)

Prerequisite: HMGT 150

Examines human resources management in the hospitality industry. Topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation, and benefits administration.

Course objectives revised.

3. Justification / Rationale for Revision

The Accreditation Commission for Programs in Hospitality Administration standards of accreditation require a study of “specific applications in hospitality management” in the areas of “the planning for, and utilization and management of, personnel, including the improvement of student understanding of human behavior” and “organizational theory, behavior, and interpersonal communication”. Department faculty believe these two important knowledge areas would be most effectively presented to students through two individual hospitality management courses, one to address the personnel competencies (HMGT 256) and one to address the organizational theory and behavioral knowledge areas (HMGT 150, a

proposed new course). Currently both areas are addressed in the course HRIM 256. The revision of HRIM 256 positions this course to address the above desired knowledge areas. The prefix change corresponds to the program's change of name proposal from Hotel, Restaurant, and Institutional Management (HRIM) to Hospitality Management (HMGT).

4. Old Syllabus of Record

Attached.

5. Liberal Studies Course Approval Form

N/A

Part III. Letters of Support or Acknowledgement

Attached.

SYLLABUS OF RECORD

I. Catalog Description

HR 256 Principles of Hospitality Human Resource Management 3 credits (W)
3 lecture hours
0 lab hours
3c-0l-3sh

Prerequisite: None

This course examines human resource management in the hospitality and healthcare industries. Major topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation and benefits administration, and classic management theory.

II. Course Objectives

1. Students will describe contemporary theory and practice relating to the management of the human resources within an organization as part of the total management system.
2. Students will describe the techniques in the basic personnel processes that are involved in the procurement, development, and maintenance of human resources such as those relating to selection, training, motivation, remuneration, and insurance.
3. Students will explain the concept of union – management relations and the process by which unionization takes place, union agreements are negotiated, and grievances administered.
4. Students will describe the components of classic management theory, such as Theory X & Y, and human resource motivation theory, such as Maslow's Hierarchy.

III. Course Outline

- A. Classic Management Theory (3 lectures)
 - 1. Historical perspectives of managing human resources.

- B. Contemporary Issues in Human Resource Management (2 lectures)
 - 1. HRM functions in hospitality and healthcare.
 - 2. The human resources era.

- C. Communicating Effectively (3 lectures)
 - 1. Problem ownership.
 - 2. Verbal communication.
 - 3. Non-verbal communication.
 - 4. Communication techniques and theories.

- D. Effectively Managing Change and Conflict (3 lectures)
 - 1. Dealing with conflict within unit operations.
 - 2. Stress and you.
 - 3. Managing time effectively.

- E. Developing Your Decision-Making Skills (3 lectures)
 - 1. The problem-solving process.
 - 2. Developing useful problem-solving skills.
 - 3. Problem-solving approaches.

- F. Recruitment, Selection, and Orienting Associates (3 lectures)
 - 1. Recruiting strategies in hospitality and healthcare.
 - 2. Selection strategies in hospitality and healthcare.
 - 3. Orientation techniques in hospitality and healthcare.
 - 4. Resume and cover letter development.

- G. Training, Developing, and Appraising Associates (3 lectures)
1. The nature of training and development.
 2. Performance appraisal in hospitality and healthcare.
- H. Motivating Associates (3 lectures)
1. The nature of motivation.
 2. Theories of motivation.
 3. Motivating employee associates.
- I. Creating Effective Associate Relations (3 lectures)
1. Developmental feedback.
 2. The role of power.
 3. Employee assistance programs and support efforts.
 4. Effective discipline.
- J. Identifying and Addressing Customer Needs (3 lectures)
1. Meeting the quality challenges.
 2. What the customers want.
 3. Handling complaints effectively.
- K. Understanding the International Customer (2 lectures)
1. The nature of culture.
 2. Cultural dimensions.
 3. Doing business in selected countries.
- L. Labor Unions in Hospitality and Healthcare (3 lectures)
1. Nature of labor unions.
 2. Negotiation and collective bargaining.

M. Compensation and Benefits Administration (3 lectures)

1. Compensation strategies.
2. Types of benefits in hospitality and healthcare.
3. Developing a compensation / benefits package.

N. Future Challenges (3 lectures)

1. Dealing with diversity.
2. Addressing ethics and discrimination issues.
3. Dealing with employees with disabilities.
4. Harassment.

O. Examinations and Final (4 lectures)

IV. Evaluation Methods

The final grade will be determined as follows:

- 20% Four semester examinations -- 50 points each.
Multiple choice, short answer, true-false format.
- 20% Final examination -- 200 points
Multiple choice, short answer, true-false format.
- 50% Writing assignments -- 500 points
Individual student-prepared reaction papers (5) on relevant topics such as: Affirmative Action, Cultural Diversity, Cover Letter and Resume Development, Job Analysis, Job Description, Performance Evaluation, ADA, Discipline, Letter of Resignation.
- 10% Class Participation -- 100 points
Unannounced quizzes, in-class assignments.

Grading Scale:

90 – 100%	A
80 – 89%	B
70 – 79%	C
60 – 69%	D
0 – 59%	F

V. Required textbooks, supplemental books and readings

Newman, Dianna R., and Hodgetts, Richard M., (1998) Human Resource Management: A Customer-Oriented Approach, Prentice Hall, Upper Saddle River, New Jersey.

V. Special resource requirements

None.

VI. Bibliography

Drummond, Karen Eich., (1990) Human Resource Management for the Hospitality Industry, John Wiley & Sons, Inc., New York, New York.

Go, Frank M., (1996) Human Resource Management in the Hospitality Industry, John Wiley & Sons, Inc., New York, New York.












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Jerris, Linda, (1999) Human Resources Management for Hospitality, Prentice Hall, Upper Saddle River, New Jersey.

Noe, R.A., Hollenbeck, J.R., Gerhart, B., and Wright, P.M., (1997) Human Resource Management: Gaining a Competitive Advantage, 2nd Edition, Richard Irwin Publishers, Homewood, Ill..

Sherman, A., and Bohlander, G., (1992) Managing Human Resources, 9th Edition, Southwestern Publishing Company, Cincinnati, Ohio.

IUPXIUP WebMail - HRIM Curriculum Revision

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Date Sent: Thursday, December 05, 2002 12:14 PM

From: "Stephen B Shiring" <sshiring@iup.edu> [Add to Address Book](#)

To:

Cc:

Subject: HRIM Curriculum Revision

Status: Urgent New

﻿December 5, 2002
Dr. Susan Dahlheimer (ssdahl)
Chairperson, Food and Nutrition Department

The Department of Hotel, Restaurant, and Institutional Management, in preparation for a program revision, is revising the courses HRIM 313 Food Systems I and HRIM 256 Human Resources.
Rationale for this course revision can be found withing the formal program revision document provided to your College Undergraduate Curriculum Committee representative.

Please contact me if you have any further questions.

Dr. Stephen B. Shiring
Chairman
Department of HRIM



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