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LSC Use Only No:	LSC Action-Date:	UWUCC USE Only No. 02-112c	UWUCC Action-Date: APR 2 9 2003	Senate Action Date APR 2 9 2003

Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

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

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)

XX New Course   _____ Course Prefix Change   _____ Course Deletion

_____ Course Revision   _____ Course Number and/or Title Change   _____ Catalog Description Change

HMGT 150 Principles of Hospitality Mgmt.

Current Course prefix, number and full title	*Proposed course prefix, number and full title, if changing*

2. Additional Course Designations: check if appropriate

_____ This course is also proposed as a Liberal Studies Course.   _____ Other: (e.g., Women's Studies.

_____ This course is also proposed as an Honors College Course.   Pan-African)

3. Program Proposals

_____ Catalog Description Change   _____ Program Revision

_____ New Degree Program   _____ Program Title Change   _____ Other

_____ New Minor Program   _____ New Track

Current program name	*Proposed program name, if changing*

4. Approvals — Date

		Date
Department Curriculum Committee Chair(s)	*(signature)*	1-15-03
Department Chair(s)	Stephen B Shiring	1-15-03
College Curriculum Committee Chair	*(signature)*	3-10-03
College Dean	*(signature)*	28 Apr 03
Director of Liberal Studies *		
Director of Honors College *		
Provost *		
Additional signatures as appropriate: (include title)		
UWUCC Co-Chairs	Gail Sechrist	4/22/03

* where applicable

I.   Catalog Description
     HMGT 150 Principles of Hospitality Management   3 class hours
                                                                0 lab hours
                                                                3 credit hours
                                                                3c-0l-3cr

Prerequisites: HMGT 101

Course introduces students to classic management theory and responsibilities, with emphasis on hospitality industry applications.

II.   Course Objectives

Upon completion of this course, the student will:

1.   describe traditional hospitality management theories and concepts.

2.   critique contemporary hospitality management issues.

3.   identify the relationship between ethics and hospitality management.

4.   illustrate the ability to use the decision-making process via case-study.

5.   explain how individuals build hospitality businesses using efficient and effective management techniques.

6.   define diversity and its application to hospitality organizations.

III.   Course Outline

A.   Course Introduction   (1 hour)

B.   The Supervisor as Manager   (2 hours)

     1. Supervisors Role
     2. Obligations and Responsibilities
     3. The Function of Management
     4. Management Theories
     5. Managerial Skills

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C. The Supervisor as Leader (3 hours)

1. Supervisor and Subordinate Relations
2. Leadership
3. Leadership Styles

D. Building on Workplace Diversity (3 hours)

1. Defining Diversity
2. Diverse Employees
3. Steps to Develop Cross-Cultural Interaction Skills
4. Managing Diversity Issues Positively

E. Communicating Effectively (3 hours)

1. Building Communization Skills
2. Obstacles to Good Communication
3. Listening Skills
4. Directing People at Work
5. Business Writing
6. Managing the Business Meeting
7. Exam

F. Creating a Positive Work Climate (3 hours)

1. Employee Expectations and Needs
2. Motivation
3. Theories of Motivation
4. Applying Theory to Reality: Limiting Factors
5. Building a Positive Work Environment: Individual, Job, and Supervisor

G. Developing Job Expectations (3 hours)

1. Job Analysis
2. Job Description
3. What a Good Performance Standard System Can Do.
4. Setting up a Performance Standard System
5. Implementing a Performance Standard System

H.   Recruiting and Selecting Applicants   (3 hours)

    1. The Labor Market
    2. Determining Labor Needs
    3. Legal Aspects of Recruiting and Selection
    4. Recruiting
    5. Selecting the Right Person
    6. Exam

I.   Employee Training and Development   (3 hours)

    1. The Importance of Training
    2. Who Will Do the Training
    3. How Do Employees Learn Best?
    4. Developing a Job Training Program
    5. Retaining
    6. Orientation
    7. Overcoming Obstacles of Learning

J.   Evaluating Performance   (3 hours)

    1. Coaching
    2. Essentials of Performance Evaluation
    3. Making the Evaluation
    4. The Appraisal Interview
    5. Follow-Up
    6. Legal Aspects of Performance Evaluation

K.   Discipline and the Marginal Employee   (3 hours)

    1. Essentials of Discipline
    2. Approaches to Discipline
    3. Administering Discipline
    4. Termination
    5. Special Disciplinary Concerns
    7. Exam

L.   Planning, Organizing, and Controlling   (3 hours)

    1. The Nature of Planning
    2. Types of Plans and Planning
    3. Planning for Change
    4. Planning Your Own Time
    5. Organizing for Success

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6. Controlling

M. Decision Making and Problem Solving   (3 hours)

    1. The Decision-Making Process
    2. How to Make Good Decisions
    3. Problem Solving
    4. Building Decision-Making Skills

N. Delegating   (3 hours)

    1. What Delegation Means
    2. Why People Resist Delegation
    3. How to Delegate Successfully

O. Supervision and Leadership   (3 hours)

    1. Safety and Security
    2. AIDS and the Hospitality Worker
    3. Guide to the Family and Medical Leave Act of 1993
    4. Unions
    5. Ethics
    6. Exam

P. Final Examination/Culminating Activity   (2 hours)

IV. Evaluation Method

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

Four objective multiple-choice, true and false, short answer examinations	100 points each
Four case study analysis	100 points each
Class exercises and Internet research	100 points
Comprehensive multiple-choice, short answer final examination	200 points

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 Textbooks, Supplemental Books and Readings

Required:

Miller, J. E., Porter, M, and Drummond, K. E. (2002). Supervision in the Hospitality Industry (3rd ed.), John Wiley & Sons, New York, New York.

VIII. Special Resource Requirements

Course to be taught in Ackerman Hall Room 110A in order to utilize computer work stations.

IX. Bibliography

Almanza, B. A., Kotschevar, L., & Terrell, M. (2000). Food Service Planning: Layout and Equipment (4th ed.), Prentice Hall, New York, New York.

Keiser, J., DeMicco, J. & Grimes, R. (2000). Contemporary Management Theory: Controlling and Analyzing Costs in Foodservice Operations. (4th ed). Prentice-Hall, New York, New York.

Coltman, M. C., & Jagels, M. G. (2001). Hospitality Management Accounting. John Wiley & Sons, New York, New York.

Kotler, P., Bowen, J., & Makens, J. (1999). Marketing for Hospitality and Tourism. (2nd ed.,. Prentice Hall, New York, New York.

Lewis, R. C., & Chambers, R. E. (2001). Marketing Leadership in Hospitality: Foundations and Practices (3rd ed.), John Wiley & Sons, New York, New York.

Mill, R. C. (2001). Restaurant Management, Customers, Operations, and Employees. (2nd ed.), Prentice Hall, New York, New York.

Sanders, E., & Hill, T. (2001). Foodservice Profitability: A Control Approach. (2nd ed), Prentice Hall, New York, New York.

Norman M. Scarborough, N. M. (2000). Effective Small Business Management: An Entrepreneurial Approach. (6th ed.), Prentice Hall, New York, New York.

The American Culinary Institute of America. (2001). Remarkable Service, John Wiley & Sons, New York, New York.

Course Analysis Questionnaire

HGMT 150 Principles of Hospitality Management

Section A: Details of the Course

A1. *How does the course fit into the programs of the department? For what students is the course designed? (majors, students in other majors, liberal studies).*

HGMT 150 Principles of Hospitality Management will compliment the Hospitality Management curriculum as a freshman-level course. This course will provide the foundation as a prerequisite for upper-level hospitality courses. This course is not for inclusion in the Liberal Studies Program. This course is designed for Hospitality Management majors.

A2. *Does this course require changes in the content of existing courses or requirements for a program? If catalog descriptions of other courses or department programs must be changed as a result of the adoption of this course, please submit as separate proposals all other changes in courses and/or program requirements.*

This course does not require changes in the context of any other existing courses or a need requiring additional requirements for a major in the Hospitality Management program. This course will augment the Hospitality Management curriculum. It is designed to introduce students to the theories, concepts and tasks required of successful hospitality managers. This course will currently be offered as an elective course, although it will be proposed as a required course when the Hospitality Management curriculum is revised.

A3. *Has this course ever been offered at IUP on a trail basis (e.g. as a special topic). If so, explain the details of the offering.*

This course has been offered at IUP during Spring 2002 as a special topic course.

A4. *Is this course to be a dual-level course? If so, what is the approval status at the graduate level?*

This course is not a dual-level course.

A5.   *If this course may be taken for variable credit, what criteria will be used to relate the credits to the learning experience of each student? Who will make this determination and by what procedures?*

This course will not be taken for variable credit.

A6.   *Do other higher education institutions currently offer this course? If so, please list examples.*

Yes, this course is offered in the curriculum of hospitality management programs. The following are provided as a sample for review.

Cornell University School of Hotel Administration

HA100: Principles of Management

Elective - 3 credit hours - S/U or Letter gradeOffered Fall and Spring.

An introductory, survey course in management with orientation to the hospitality industry. The course is organized around the traditional management functions of planning, organizing, commanding, coordinating, and controlling.

Florida International School of Hospitality Management

HFT 3210 Fundamentals of Management in the Hospitality Industry (3). A basic course in general management concepts and practices to acquaint the student with theories and principles of organization, the tools of managerial decision-making, and the management process, with particular reference to the hospitality industry. Case studies are used.

A7.   *Is the content, or are the skills, of the proposed course recommended or required by a professional society, accrediting authority, law or other external agency? If so, please provide documentation. Explain why this course content or these skills cannot be incorporated into an existing course.*

The student will complete a course integrating hospitality management skills to produce a strong foundation upon which the hospitality experience can be built. The student will apply these concepts to each of their upper-level hospitality courses.

The ability to comprehend the technical, human relations and conceptual skills required to successfully complete this course are those identified skills recognized by hospitality professionals to be important attributes of successful entry-level hospitality managers. The specific content of this cannot be incorporated into a current course because of its in-depth coverage and specific hands-on requirements. Because of the need to demonstrate a

comprehension of these important hospitality management skills, it demands its own course.

Section B: Interdisciplinary Implications

B1.   *Will this course be taught by one instructor or will there be team teaching? If the latter, explain the teaching plan and its rationale.*

This course will be taught by one professor

B2.   *What is the relationship between the content of this course and the content of courses offered by other departments? Summarize your discussions (with other departments) concerning the proposed changes and indicate how any conflicts have been resolved. Please attach relevant memoranda from these departments which clarify their attitudes toward the proposed change(s).*

This is a specialized course for Hospitality Management students.

B3.   *Will seats in this course be made available to students in the School of Continuing Education?*

Seats can be made available to students in the School of Continuing Education.

Section C: Implementation

C1.   *Are faculty resources adequate? If you are not requesting or have not been authorized to hire additional faculty, demonstrate how this course will fit into the schedules of current faculty. What will be taught less frequently or in fewer sections to make this possible?*

Faculty resources in the department are adequate.

C2.   *What other resources will be needed to teach this course and how adequate are the current resources? If not adequate, what plans exist for achieving adequacy? Reply in terms to the following:*

- *Space*
- *Equipment*
- *Laboratory Supplies and other Consumable Goods*
- *Library Materials*
- *Travel Funds*

The department currently has adequate resources available now to teach this course in

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Ackerman Hall, Room 110A.

C3.   *Are any of the resources for this course funded by a grant? If so, what provisions have been made to continue support for this course once the grant has expired? (Attach letters of support from Dean, Provost, etc.)*

No grant funds are associated with this course.

C4.   *How frequently do you expect this course to be offered? Is the course particularly designed for or restricted to certain seasonal semesters?*

One section of this course will be offered each Fall and Spring semester.

C5.   *How many sections of this course do you anticipate offering in any single semester?*

One section per semester will be offered.

C6.   *How many students do you plan to accommodate in a section of this course? Is this planned number limited by the availability of any resources? Explain?*

This course will comfortably accommodate thirty-five students, if scheduled in Ackerman 110A, the computer lab facility. The nature of the computer lab restricts enrollment.

C7.   *Does any professional society recommend enrollment limits or parameters for a course of this nature? If they do, please quote from the appropriate documents.*

No professional society limits either the enrollment or parameters for this course.

Section D: Miscellaneous

No additional information is necessary.