

LSC Use Only Proposal No:
LSC Action-Date:

UWUCC Use Only Proposal No: 11-111a

UWUCC Action-Date: App 3/6/12

Senate Action Date: App 3/20/12

Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person(s)	Yasong Wang	Email Address	yswang@iup.edu
Proposing Department/Unit	Hospitality Management	Phone	724-357-6233

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

1. Course Proposals (check all that apply)

- | | | |
|--|--|--|
| ☐ New Course | ☐ Course Prefix Change | ☐ Course Deletion |
| ☐ Course Revision | ☐ Course Number and/or Title Change | ☒ Catalog Description Change |

Current course prefix, number and full title: HRIM256 Human Resources in the Hospitality Management

Proposed course prefix, number and full title, if changing:

2. Liberal Studies Course Designations, as appropriate

This course is also proposed as a Liberal Studies Course (please mark the appropriate categories below)

- | | | | |
|--|---|---|---|
| ☐ Learning Skills | ☐ Knowledge Area | ☐ Global and Multicultural Awareness | ☐ Writing Across the Curriculum (W Course) |
| ☐ Liberal Studies Elective (please mark the designation(s) that applies – must meet at least one) | | | |
| ☐ Global Citizenship | ☐ Information Literacy | ☐ Oral Communication | |
| ☐ Quantitative Reasoning | ☐ Scientific Literacy | ☐ Technological Literacy | |

3. Other Designations, as appropriate

- | | |
|--|---|
| ☐ Honors College Course | ☐ Other: (e.g. Women's Studies, Pan African) |
|--|---|

4. Program Proposals

- | | | | |
|---|--|--|------------------------------------|
| ☐ Catalog Description Change | ☐ Program Revision | ☐ Program Title Change | ☐ New Track |
| ☐ New Degree Program | ☐ New Minor Program | ☐ Liberal Studies Requirement Changes | ☐ Other |

Current program name:

Proposed program name, if changing:

5. Approvals	Signature	Date
Department Curriculum Committee Chair(s)	Yasong Wang	2-7-12
Department Chairperson(s)	[Signature]	2-7-12
College Curriculum Committee Chair	Janet W. [Signature]	2/20/12
College Dean	Kerry E. [Signature]	2/28/12
Director of Liberal Studies (as needed)		
Director of Honors College (as needed)		
Provost (as needed)		
Additional signature (with title) as appropriate		
UWUCC Co-Chairs	Gail S. [Signature]	3/6/12

Received

FEB 28 2012

Liberal Studies

Course Revision: HRIM 256 Human Resources in the Hospitality Management

Part II. Description of the Curriculum Change

1. Syllabus of Record.

The new syllabus of record for this revised course is attached in Appendix A.

2. A Summary of the proposed revisions:

The course prerequisite is being changed from HRIM 150 or Food and Nutrition major to HRIM 150 only.

3. Justification/rationale for the revision:

Faculty reassessment of this course indicates that the course revision (prerequisites only) is necessary, because this course does not need the prior academic preparation reflected by the formerly required prerequisites.

4. The old syllabus of record.

The old syllabus of record is attached in Appendix B.

Appendix A: New Syllabus Record

I. Catalog Description

HRIM 256 Human Resources in the Hospitality Industry 3 class hours
0 lab hours
Prerequisites: HRIM 150 3 credits

(3c-0l-3cr)

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 Outcomes:

The student will be able to:

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; between career development and succession planning; between development reviews and performance appraisals.

10. Describe the characteristics of a good orientation program.
11. Understand the importance and role of literacy initiatives in the workplace.

III. Course Outline

- A. Course Introduction (1 hour)
- B. Contemporary Human Resources Management (2 hours)
 1. Defining Human Resources Management
 2. Historic Changes in Human Resources Management
 3. The Role of the Human Resources Manager
 4. Your Duties as a Manager with Human Resources Responsibilities
- C. Human Resources Planning (3 hours)
 1. Why Plan?
 2. What is Planning?
 3. Forecasting
 4. The Human Resources Process
 5. Employer Handbooks
- D. Analysis of the Workplace (2 hours)
 1. Job-Related Terminology
 2. The Job Analysis
 3. The Job Description
 4. The Job Specification
 5. Human Resources Inventories
 6. Management Inventories and Succession Planning

Exam 1 (1 hour)

- E. The Labor Market and Hospitality Recruitment (3 hours)
 1. The Labor Market
 2. The Labor Shortage: Solutions
 3. Hospitality Recruitment
 4. The Role of Recruiting in the Planning Process
 5. Online Recruiting
 6. Alternatives to Recruiting
 7. Recruitment and the Law
- F. Selection, Hiring, and Placement (3 hours)
 1. Selection
 2. The Pre-Interview Process
 3. Conducting the Interview

4. Pre-Employment Testing
 5. Retention
 6. Successful Selection
 7. Hiring and Placement
 8. Assessment Centers
- G. Hospitality Orientation and Training Programs (3 hours)
1. Orientation
 2. Characteristics of a Well-Designed Orientation Program
 3. Follow-Up and Evaluation
 4. Objectives of Training
 5. Literacy
 6. School-to-Work
- H. Development Programs, Coaching, and Team Building (3 hours)
1. Functions of Development
 2. Career Development Programs
 3. Motivation in Hospitality Operations
- I. Evaluating Performance and Employee Retention (2 hours)
1. Evaluating Performance
 2. The Role of Performance Appraisal
 3. Judge Versus Coach
 4. How to Appraise Performance
 5. Methods of Appraising Performance
 6. Mistakes to Avoid in Conducting Performance Appraisals
 7. Increasing the Effectiveness of Performance Appraisals

Exam 2 (1 hour)

- J. Discipline, Counseling, and Exiting the Organization (3 hours)
1. Corrective Action
 2. Management and Employee Rights
 3. Sexual Harassment
 4. Workplace Violence
 5. The Discipline Process Applied
 6. Purpose of Discipline
 7. Classification of Discipline
 8. Alternatives to Corrective Action
 9. Alternative Dispute Resolution
 10. Exiting the Organization
- K. Compensation (3 hours)
1. Work and Compensation Planning in the Hospitality Industry
 2. Exempt Versus Non-Exempt Personnel
 3. Designing a Compensation Plan

4. Job Evaluation
5. Effects of Collective Bargaining
6. Tipping or Service Charges
7. Compensation as a Motivational Tool
8. Pay-for-Performance
9. Legal Issues in Compensation Administration
10. Trends in Compensation Planning

L. Benefits (2 hours)

1. The Role of Benefits
2. Trends and Innovative Approaches in Benefits Programs
3. Special Concerns of Benefits Plan Design
4. Flexible Benefits Programs
5. Organizing for Success
6. Controlling

Exam 3 (1 hour)

M. Multiculturalism in the Hospitality Industry (3 hours)

1. Basic Concepts of Multicultural Management
2. Impact of Cultural Diversity in the Hospitality Management Work Force
3. The Dynamics of Cultural Diversity and Human Resources Management
4. Conflict Management

N. Employee Assistance Programs (3 hours)

1. The Philosophy of Employee Assistance Programs
2. Why Should I Provide an EAP?
3. In-House Versus Contracted-Out EAPs
4. Setting Up an EAP
5. Determining the Cost-Effectiveness of Your EAP
6. Use of an EAP
7. AIDS in the Workplace

O. Labor Relations in the Hospitality Industry (2 hours)

1. The Changing Face of Unions
2. Labor Unions During the Last Ten Decades
3. Why Do People Join Unions?
4. Effective Collective Bargaining Management
5. The Union Campaign and Election
6. The Collective Bargaining Agreement
7. Arbitration and Mediation

Exam 3 (1 hour)

Final Exam -- During Final Exam Week

IV. Evaluation Methods

The final grade will be determined as follows:

15% -- Four multiple-choice, true / 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. 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 this instructor recognizes possible student need to miss class because of illness or personal emergency.

VII. Required Textbooks, Supplemental Books and Readings

Tanke, Mary L. (2002). *Human Resources Management for the Hospitality Industry*, 2nd ed., New York, New York: Delmar Thompson Learning.

VIII. Special Resource Requirements

None

IX. Bibliography

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

Iverson, K. (2001). *Managing Human Resources in the Hospitality Industry: Experiential Approach*, Upper Saddle River, New Jersey: Prentice Hall.

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

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Stutts, A. (2001). *Hotel and Lodging Management*, New York, New York: John Wiley & Sons.

Williams, A., Kooner, D., Dolasinski, and Hall, K. (2003). *The Immigrants' Guide to the American Workplace: Making It in America*, Upper Saddle River, New Jersey: Prentice Hall.

Appendix B: Old Syllabus Record

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HRIM 256 Human Resources in the Hospitality Industry	3 class hours
	0 lab hours
Prerequisites: HRIM 150 or Food and Nutrition major	3 credits
	(3c-0l-3cr)

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4. Explain the challenges faced by human resources managers in today's hospitality – healthcare workplace.
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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.
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