

COURSE CATALOG NAME
HMG 3501-D465
Fall 2018

Instructor	Kathryn Hipple	Class Number	D465
E-mail	khipple@citytech.cuny.edu	Day	Tuesday
Phone	9175840633	Location	Namm N-225
Office	Namm 200	Time	11:30 a.m. – 2:00 p.m.
Office Hours	Mondays 11-12	Class Hours	3
		Lab Hours	0
		Credits	3

Course Description

Examine the role of management and leadership in hospitality and other service organizations. Identify both challenges and opportunities facing organizations such as responding to globalization, managing workforce diversity, stimulation, innovation and change, improving quality and productivity and other issues relevant to the management of human resources in today's dynamic hospitality business climate.

Course Objectives

- Identify, evaluate and demonstrate the impact of teamwork within various organizational settings including the classroom-learning environment
- b. Name and describe challenges and benefits of working within a diverse workforce
- c. Evaluate and discuss the role of human resources management and its relationship to achieving corporate objectives
- d. Examine and report the key attributes and challenges of organizational change
- e. Define key language and understand primary concepts pertinent to effective management of a hospitality workforce in a global marketplace

Student Learning Outcomes	Method of Assessment
a. Demonstrate and discuss the impact of teamwork in the Hospitality Industry (HMG 3501: Knowledge; Gen Ed: Integration)	Class participation, case study and current event analyses, midterm and final exam
b. Compare and contrast the experiences of working and managing a diverse workforce in a global environment (Gen Ed: Knowledge, Integration)	Class participation, case study and current event analyses, midterm and final exam
c. Examine and critique leadership responsibilities and the organizational role of human resource management (Gen Ed: Knowledge, Integration)	Industry professional interview project and oral presentation
d. Report and give examples of innovation and change in a competitive global business environment (Gen Ed: Knowledge, Integration)	Class participation, case study and current event analyses, midterm and final exam
e. Define and describe key language and concepts (Gen Ed: Knowledge)	Midterm and final exams

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Grading Procedure

Prerequisites

HMGMT 2302, HMGMT 2303, HMGMT 2304 or AAS Travel & Tourism or Hospitality Management

Required Text

Suggested Texts and Readings

As assigned on Blackboard

Course Materials

Assignments

Professionalism and Participation

The Department of Hospitality Management follows industry standards in order to educate, develop and mentor future hospitality and tourism professionals. In order to successfully complete a course, students must consistently participate in class and meet deadlines.

Rubrics

Rubrics

Module I: Creating a Great Workplace

Module II: Diversity & Inclusion

Module III: Groups & Teams

Module IV: To Lead & To Manage

Class Meeting Schedule

Tuesdays, 11:30-2:00

Course Requirements

Class Participation:

Fourteen (14) Weekly Written Assignments Will be Posted on Blackboard. Ten are mandatory, though students may earn extra credit by turning in all 14. No late assignments will be accepted. Students must submit at least 10 weekly written assignments to receive full credit.

Oral presentation

Final or presentation

Grading System

Weekly written assignments
HMGMT 3501

45 %
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(14 are assigned
10 are required)

Participation	15 %
Oral Presentation	20 %
Final presentation	<u>20 %</u>
	100%

Prerequisites

HMGMT 2302, HMGMT 2303, HMGMT 2304 or AAS Travel & Tourism or Hospitality Management

Required Text

There is no assigned text for this course

Suggested Texts and Readings

TBA and posted on Blackboard

Professionalism and Participation

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Rubrics

Module I: Creating a Great Workplace
Module II: Diversity & Inclusion
Module III: Groups & Teams
Module IV: To Lead & To Manage

Class Meeting Schedule

Tuesdays, 11:30-2:00

1. 8/28

Introductions
Syllabus Review
Course Overview
Expectations

2. 9/4

Module 1: Creating a Great Workplace
Employee wellness
Characteristic of desirable workplace environments
Designing your life

3. 9/25

Module 1 (cont.): Creating a Great Workplace
Perception and individual decision-making
Fundamental attribution bias
Self-serving bias
Ethics
Addressing and managing ethical dilemmas

4. 10/2

Module 1 (cont.): Creating a Great Workplace
Values, attitudes and job satisfaction
Employee motivation
Employee development
Rewards and recognition
Basic motivation concepts

Assessing employee satisfaction
Performance appraisals
Goal Setting

5. 10/9

Module II Understanding Diversity and Inclusion
Diversity as a value driver
American critical labor laws of the past century
EEOC
The Americans with Disabilities Act

6. 10/16

Module II (cont.) Understanding Diversity and Inclusion
Diversity Presentations
Labor dynamics in foreign countries

7. 10/23

Module II (cont.) Understanding Diversity and Inclusion
Diversity Presentations (cont.)
Global marketplace issues

8. 10/30

Module III: Groups and Teams
Foundations of group behavior
Sexual harassment
Hostile work environment
Workplace interpersonal conflict
Workplace interdepartmental conflict

9. 11/6

Module III (cont.): Groups and Teams
Understanding work teams
Team development process

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Team building and dynamics
Team leadership

10. 11/13

Module III (cont.): Groups and Teams
Conflict is inevitable
Conflict resolution strategies

11. 11/20

Module IV: Supervision: To Lead or To Manage?
Leadership fundamentals
Emerging notions of leadership
Servant leadership
Shared leadership

12. 11/27

Module IV (cont.): Supervision: To Lead or To Manage?
Emotional intelligence
Characteristics of effective supervision
Characteristics of effective management
Characteristics of effective leadership
Organizational missions and objectives

13. 12/4

Module IV (cont.): Supervision: To Lead or To Manage?
Managing quality
Organizational culture and change
Appreciative inquiry
Revisiting organizational missions and objectives

14. 12/11

Final Exam or Presentations

15. 12/18

Final Exam or Presentations

MISSION STATEMENT

The mission of the Department of Hospitality Management of New York City College of Technology is to provide students with a hospitality career education that integrates applied management practices and theory with liberal arts and sciences. To fulfill its mission, the department will:

- offer a comprehensive applied management curriculum;
- provide students with the necessary professional and communications skills for successful careers;
- foster an understanding of social responsibility through involvement in community service.

NYC COLLEGE OF TECHNOLOGY STATEMENT ON ACADEMIC INTEGRITY

New York City College of Technology, CUNY
Department of Hospitality Management

Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion. The complete text of the College Academic Integrity Policy Manual may be found on the College website.

STATEMENT OF ACADEMIC DISHONESTY AND PLAGIARISM

As stated in the Academic Integrity Policy Manual, "academic dishonesty occurs when individuals plagiarize or cheat in the course of their academic work. Plagiarism is the presenting of someone else's ideas without proper credit or attribution. Cheating is the unauthorized use or attempted use of material, information, notes, study aids, devices or communication during an academic exercise."

STATEMENT OF CLASSROOM BEHAVIOR

Each student has the right to study and learn in a comfortable, safe, supportive environment that promotes self-esteem – free of fear, humiliation, intimidation, offensive or suggestive language.

PROFESSIONALISM AND PARTICIPATION

The Department of Hospitality Management follows industry standards in order to educate, develop and mentor future hospitality and tourism professionals. In order to successfully complete a course, students must consistently participate in class and meet deadlines.

USE OF ELECTRONIC DEVICES

As stated in the Student Handbook, the use of cellular phones and audio equipment in all academic and study areas of the college is prohibited. Students are not permitted to take calls or text message during class. Students may not use their cell phones as calculators. In some instances, an instructor may allow the use of personal electronic devices for in class activities.

ORAL PRESENTATION STYLE STATEMENT:

The Hospitality Management Department has developed a standardized format for all oral presentations. Refer to the Oral Presentation Rubric.

WRITING STYLE STATEMENT

The hospitality management department has developed a standardized format for all written assignments. Written work must be prepared using APA Style Publication Manual of the American Psychological Association as a reference guide. All editorial formats, abbreviations, use of statistics, graphs, citations and references must conform to APA style. Footnotes are not permissible. Visit the City Tech Library website for APA Style Guides.

HM Department Mission and Statement of Academic Integrity (*available from department office – attach*)

HM Department Calendar (*available from department office – attach*)