HMGT 1101 Perspectives in Hospitality Management

Prof. Karen Goodlad, SCW

Fall 2021, Introduction

Introduction

- Professor and Student Introductions
- Course Format and Expectations
- Syllabus Review
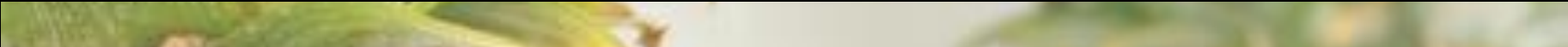- Virtual Department Tour
- Meet Your Peer Mentor, Evelyn Ng

What is Hospitality?

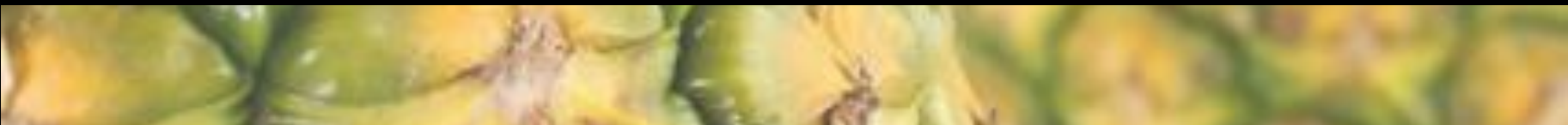"Service is the technical delivery of a product," Meyer wrote in his best-selling book <u>Setting the Table</u>. "Hospitality is how the delivery of that product makes its recipient *feel*."

At The Ritz-Carlton, hospitality is about providing legendary service to our guests, members and residents while embracing the culture that is The Ritz-Carlton.

"Food is our common ground, a universal experience."
James Beard

Specific Areas We will Explore

- Tourism
- Hotels and Lodging
- Food and Beverage
  - Restaurants, Food Service, Beverage Operations
- Accounting
- Human Resources
- Marketing
- Event & Conference Planning
- Recreation and Theme Parks

Exploring Your World:
A Moment of Truth

Our Electronic Classrooms

- OpenLab and Blackboard
- Review and submit assignments
  - Weekly Homework: BlackBoard
  - Weekly Reading: BlackBoard
  - Weekly Reflection: OpenLab
  - Projects: combination of Bb and OpenLab
- Weekly class meetings: Blackboard Collaborate
- Documents: OpenLab
- Find and share club information: OpenLab
- Communicate with classmates and Peer Mentor: OpenLab

OpenLab

- Create an OpenLab Account
  - Due now
- Upload Electronic Profile assignment
  - eProfile Due Before midnight on Wednesday, September 8
  - Comments on Peer eProfiles Due Before Class on Tuesday, September 14
- Explore the OpenLab site
  - Blogging, commenting, assignment submissions, editing, connecting with classmates

Before We Meet Again…

- Post a weekly reflection on the OpenLab
- Explore the Openlab site
- Read Chapter 1 in *Introduction to Hospitality* , 8th edition
- Complete weekly homework (found on the OL, Submitted via Bb)
- Complete the eProfile, post it on the OpenLab Assignment