

UNIVERSITY OF NEVADA, LAS VEGAS
William F. Harrah College of Hotel Administration
HMD 259 Sections 1003/1004
Managing Human Resources in the Hospitality Industry
Spring 2016

Updated: 1/10/16

COURSE DESCRIPTION

Recruitment, selection, compensation, training, and performance appraisal of employees and managers in the hospitality industry's culturally diverse work place.

COURSE GOAL

This course presents a systematic approach to human resources management in the hospitality industry. Students will analyze contemporary issues and practices, as well as the trends that will transform the way people are managed.

Textbooks:

Required Textbooks:	Suggested reading:
Woods, R.H., Johanson, M.M., & Sciarini, M.P. (2012). Managing Human Resources (5 th ed.). Lansing, MI: American Hotel & Lodging Association Educational Institute. ISBN: 978-0-86612-396-9	Wall Street Journal - a great resource. (Students are encouraged to read the Wall street Journal on a daily basis. The objective of this requirement is to familiarize students with the Journal, enhance class discussion and give the students a valuable research tool.
Current hospitality publications, human resource, personnel and training publications found in the Library.	

TEACHING PHILOSOPHY

Teaching is the reason I chose a career as an educator. I enjoy the interaction with the students and the challenges that teaching brings. The following 6 C's describe my philosophy of teaching:

- * CARE: I try to remember my "best" teachers - they cared about me and I want to care about my students.
- * COMMUNICATE: I enjoy getting to know my students. It is important not only to talk but to listen to the students.
- * COACH: I believe in leading students to discover their own answers.
- * CHALLENGE: I want to motivate students to learn through the challenges of each course.
- * COMMITTED: As a professor I want to provide trust and support to all my students.

- * CREATIVE: I believe in being creative in classroom instruction through helping students develop problem solving techniques of their own.

Overall Course Learning Goals

As a result of taking this course, students will be able to:

1. Value/Care About Contemporary HR Issues and Best Practices
2. Identify the operational and strategic roles of HR as a part of an evolving organization and be able to adjust to changing dynamics
3. Value employees as an organization's most valuable asset and why this drives all organizational decisions
4. Analyze, solve and prevent HR problems and challenges
5. Communicate HR issues effectively in written, spoken, visual and digital modes
6. Develop a passion for HR

Course Objectives:

- ✓ Define Human Resources Management
- ✓ Describe the basic scope and implications of major employment laws.
- ✓ Understand the effect of the Americans with Disabilities Act on employment and employment related practices.
- ✓ Discuss the techniques and applications of job analysis and job design.
- ✓ Summarize important considerations of internal and external recruiting.
- ✓ Analyze common selection methods.
- ✓ Identify techniques and approaches to employment interviewing.
- ✓ Describe typical orientation and socialization programs.
- ✓ Compare the advantages and disadvantages of performance appraisal systems.
- ✓ Outline basic considerations of compensation administration.
- ✓ Evaluate the effectiveness of various individual and group incentive programs.
- ✓ Specify the major mandatory, voluntary, and optional benefits employers may provide for employees.
- ✓ Discuss the authority of the Occupational Safety and Health Administration, including the implications of the OSHA Hazardous Communication Standard.
- ✓ Analyze employee health and safety issues as well as the programs designed to address them.
- ✓ Summarize causes of and prescriptions for employee turnover.
- ✓ Compare common approaches to employee discipline and understand possible consequences of each.
- ✓ Discuss sexual harassment concerns in the work place.
- ✓ Explain the use of the Uniform Guidelines on Employee Selection Procedures.
- ✓ Develop job analysis and job descriptions.
- ✓ Describe the characteristics of a sound benefits program.

GRADING:

Individual course grades will be assigned based on the student's average percentage overall graded activities. The grading scale is absolute and NOT curved.

90 - 100% = A	88 - 89.9% = B+	
80% - 87.9% = B	78 - 79.9% = C+	
70-77.9% = C	60-69.9% = D	Below 60% = F

Grading Criteria and Course Schedule

Your grade in this course is determined by completion of the assignments listed in the HMD 259 Grading Criteria for Spring 2016 file posted on web campus.

** University policy prohibits posting of grades, communicating grades over the telephone or through e-mail. All grades will be posted on Web Campus.

OTHER IMPORTANT NOTES:

Exams: There are no online exams for this course. Quizzes may be used to check for comprehension of material.

Office Hours: Projects will be discussed in office or online and assignments are available online as stated in syllabus. Assignments, and other class issues can be discussed during office hours or by appointment. Please take advantage of my office hours. If you have class conflicts with my posted hours, I am available during scheduled appointments also. I want to help each one of you succeed in this course.

Due Dates: Assignments are due at the time and day they are assigned as due. You may post your assignments up to **5** days before the due date. **All assignments may be posted to web campus! Late assignments will not be accepted!**

OTHER IMPORTANT NOTES:

- Discussion postings: Discussion questions or mini-assignments will be placed on Webcampus each week. You are required to submit your viewpoints along with citing your sources within the specified time of the forum.
- All chapter assignments are to be read. Quizzes may be given after a new chapter reading is assigned. Participation via class bulletin board and E-mail is important.
- Projects and assignments can be discussed during office hours or by appointment. Please take advantage of my office hours. If you have class or work conflicts with my posted hours, I am available during scheduled appointments also. I want to help each one of you succeed in this course.
- Projects will be discussed in chat rooms, E-mail and telephone conversations.
- Assignments will be posted as stated on the class calendar.

Professionalism:

The quality of your future performance in the Hospitality Industry depends on the degree of professionalism which you exhibit. It is expected that students conduct themselves in a mature and professional manner in every class session. Professionalism includes student's constructive participation in course activities, contribution to discussion postings, and completion of assignments. **REMEMBER:** class participation accounts towards your final grade. Student's final grade will depend on the degree of professionalism which you demonstrate in this course.

UNLV POLICIES AND RESOURCES

Academic Misconduct – Academic integrity is a legitimate concern for every member of the campus community; all share in upholding the fundamental values of honesty, trust, respect, fairness, responsibility and professionalism. By choosing to join the UNLV community, students accept the expectations of the Student Academic Misconduct Policy and are encouraged when faced with choices to always take the ethical path. Students enrolling in UNLV assume the obligation to conduct themselves in a manner compatible with UNLV's function as an educational institution.

An example of academic misconduct is plagiarism. Plagiarism is using the words or ideas of another, from the Internet or any source, without proper citation of the sources. See the *Student Academic Misconduct Policy* (approved December 9, 2005) located at:

<https://www.unlv.edu/studentconduct/student-conduct>.

If you are caught cheating in HMD 259 you will receive a failing grade for the course and up to suspension from the hotel college.

Copyright – The University requires all members of the University Community to familiarize themselves and to follow copyright and fair use requirements. **You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws.** Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under University policies. Additional information can be found at:

<http://www.unlv.edu/committees/copyright/>.

Disability Resource Center (DRC) – The UNLV Disability Resource Center (SSC-A 143, <http://drc.unlv.edu/>, 702-895-0866) provides resources for students with disabilities. If you feel that you have a disability, please make an appointment with a Disabilities Specialist at the DRC to discuss what options may be available to you.

If you are registered with the UNLV Disability Resource Center, bring your Academic Accommodation Plan from the DRC to the instructor during office hours so that you may work together to develop strategies for implementing the accommodations to meet both your needs and the requirements of the course. Any information you provide is private and will be treated as such. To maintain the confidentiality of your request, please do not approach the instructor in front of others to discuss your accommodation needs.

Religious Holidays Policy – Any student missing class quizzes, examinations, or any other class or lab work because of observance of religious holidays shall be given an opportunity during that semester to make up missed work. The make-up will apply to the religious holiday absence only. It shall be the responsibility of the student to notify the instructor no later than the end of the first two weeks of classes, **January 29, 2016**, of his or her intention to participate in religious holidays which do not fall on state holidays or periods of class recess. For additional information, please visit:

<http://catalog.unlv.edu/content.php?catoid=6&navoid=531>.

Incomplete Grades - The grade of I – Incomplete – can be granted when a student has satisfactorily completed three-fourths of course work for that semester/session but for reason(s) beyond the student's control, and acceptable to the instructor, cannot complete the last part of the course, and the instructor believes that the student can finish the course without repeating it. The incomplete work

must be made up before the end of the following regular semester for undergraduate courses. Graduate students receiving "I" grades in 500-, 600-, or 700-level courses have up to one calendar year to complete the work, at the discretion of the instructor. If course requirements are not completed within the time indicated, a grade of F will be recorded and the GPA will be adjusted accordingly. Students who are fulfilling an Incomplete do not register for the course but make individual arrangements with the instructor who assigned the I grade.

Tutoring – The Academic Success Center (ASC) provides tutoring and academic assistance for all UNLV students taking UNLV courses. Students are encouraged to stop by the ASC to learn more about subjects offered, tutoring times and other academic resources. The ASC is located across from the Student Services Complex (SSC). Students may learn more about tutoring services by calling 702-895-3177 or visiting the tutoring web site at: <http://academicsuccess.unlv.edu/tutoring/>.

UNLV Writing Center – One-on-one or small group assistance with writing is available free of charge to UNLV students at the Writing Center, located in CDC-3-301. Although walk-in consultations are sometimes available, students with appointments will receive priority assistance. Appointments may be made in person or by calling 702-895-3908. The student's Rebel ID Card, a copy of the assignment (if possible), and two copies of any writing to be reviewed are requested for the consultation. More information can be found at: <http://writingcenter.unlv.edu/>

Library Resources – Students may consult with a librarian on research needs. For this class, the subject librarian is Lateka Grays (<http://guides.library.unlv.edu/hospitality>). UNLV Libraries provides resources to support students' access to information. Discovery, access, and use of information are vital skills for academic work and for successful post-college life. Access library resources and ask questions at <https://www.library.unlv.edu/>

Rebelmail – By policy, faculty and staff should e-mail students' Rebelmail accounts only. Rebelmail is UNLV's official e-mail system for students. It is one of the primary ways students receive official university communication such as information about deadlines, major campus events, and announcements. All UNLV students receive a Rebelmail account after they have been admitted to the university. Students' e-mail prefixes are listed on class rosters. The suffix is always @unlv.nevada.edu.
Emailing within WebCampus is acceptable.

Final Examinations – The University requires that final exams given at the end of a course occur at the time and on the day specified in the final exam schedule. See the schedule at: <http://www.unlv.edu/registrar/calendars>.