

Hospitality Career Development
TCA 201 3 Credit Hours
SOPHOMORE MILESTONE EXPERIENCE
Spring 2016

COURSE INTRODUCTION

The purpose of this course is to prepare students for fulfilling, balanced careers as hospitality professionals. The course emphasizes the University Undergraduate Learning Outcomes of Intellectual Breadth and Lifelong Learning, Inquiry and Critical Thinking, and Communication; takes a strategic orientation to career planning (3 to 5 years); and facilitates student development of effective verbal, non-verbal, and written expression skills.

COURSE OUTCOMES

- Develop effective interview techniques.
- Understand factors influencing a successful career.
- Assess one's own strengths and weaknesses as it relates to career-track hospitality positions.
- Understand and apply concepts of impression management to embody and present a professional image in work-related situations.
- Compose professional documents of all types that are written in grammatically correct English and which clearly convey intended message.
- Use both written and oral communication effectively in varied professional situations.
- Employ effective strategies for locating and evaluating information about potential employers.
- Identify career goals and effective strategies for achieving them.
- Recognize and market learning and professional experiences acquired as part of the hospitality degree program.

Upon completion of this Milestone course, students will have a Career E-Portfolio documenting education and professional experiences relevant to the hospitality industry.

REQUIRED TEXTBOOKS/MATERIALS

PLEASE OBTAIN/PURCHASE NINE SCANTRONS FOR EXAMS & QUIZZES.

<i>Backpacks to Briefcases Career Services Handbook</i> University of Nevada, Las Vegas
<i>Business Communication Essentials</i> John Thill and Courtney Bovee
<i>Seven Habits of Highly Effective People</i> Stephen R. Covey

SCHEDULE OF CLASS ACTIVITIES

PLEASE NOTE COLOR CODING ABOVE FOR BOOKS REFERENCED DURING LECTURES

January 19	Syllabus Review Course Objectives
January 21	Work Experience Presentation
January 26	CAREER REGISTRATIONS DUE (CareerSHIFT, University Career Services (Hire A Rebel), & Hotel College Listserv.) Internship Presentation
January 28	QUIZ #1 Resume Writing – Part 1
February 2	Resume Writing – Part 2
February 4	RESUME AND COVER LETTER ASSIGNMENTS DUE Essential Networking Skills
February 9	QUIZ #2 Interviewing Skills – Part 1
February 11	Interviewing Skills – Part 2
February 16	Interviewing and the EEOC – The Basics
February 18	Professional Presence
February 23	STUDENT ADVISING PRESENTATION
February 25	Ethics
March 1	EXAM #1
March 3	PEARSON MY LAB GRAMMATICAL ASSIGNMENTS 1 – 7 DUE Planning Business Messages
March 8	BUSINESS WRITING # 1 ASSIGNMENT DUE Writing Business Messages
March 10	BUSINESS WRITING # 2 ASSIGNMENT DUE Completing Business Messages
March 15	EXAM #2

March 17	CAESARS ENTERTAINMENT PRESENTATION
March 22 & 24	SPRING BREAK – NO CLASSES
March 29	PEARSON MY LAB GRAMMATICAL ASSIGNMENTS 8 – 14 DUE Crafting Messages for Electronic Media
March 31	Writing Routine Positive Messages
April 5	Writing Negative Messages
April 7	BUSINESS WRITING # 3 ASSIGNMENT DUE Writing Persuasive Messages
April 12	ACCOR PRESENTATION
April 14	EXAM #3
April 15	CAESARS ENTERTAINMENT MOCK INTERVIEW EVENT <i>Check WebCampus for the Time of Your Interview</i>
April 19	GUEST PRESENTATION
April 21	QUIZ #3 Covey Inside-Out (Foundation Chapter)
April 26	QUIZ #4 Covey Habit #1
April 28	QUIZ #5 Covey Habits #2 and #3
May 3	QUIZ #6 CAREER E-PORTFOLIO DUE Covey Habits #4 and #5
May 5	QUIZ #7 EMPLOYER INFORMATION SESSION ASSIGNMENT DUE Covey Habits #6 and #7
May 12	EXAM #4 Thursday, May 12 8 a.m.

Please note:

- **Dates for exams and assignment submissions are bolded. Pay special attention to due dates as late work will not be accepted without appropriate documentation (see University Guidelines beginning of page 7 for additional information).**
- **Lecture Schedule is subject to change.**

COURSE GRADING

Points	Percentage	Grade
581 – 625	93 – 100	A
562 – 580	90 – 92.9	A-
543 – 561	87 – 89.9	B+
518 – 542	83 – 86.9	B
500 – 517	80 – 82.9	B-
481 – 499	77 – 79.9	C+
437 – 480	70 – 76.9	C
418 – 436	67 – 69.9	D+
393 – 417	63 – 66.9	D
375 – 392	60 – 62.9	D-
Less than 375	Below 60	F

COURSE REQUIREMENTS

Below is a listing of course requirements. Please see pages 2 and 3 of syllabus for due dates.

Attendance and Participation – 30 Points

Students are expected to attend all classes. In-class assignments will be randomly given throughout the semester to account for attendance. Missed points will be unable to be made-up unless the student is able to provide sufficient documentation for the absence.

Employer Information Session Assignment – 15 Points

Students are required to attend one Employer Information Session and answer the questions on the *Employer Information Session Schedule and Questions* sheet (found on WebCampus page). A listing of information session dates will be provided.

To receive credit, you must receive an *Attendance Verification Card* provided during the event and staple to your submission.

Exams – 360 Points

Four (4) non-cumulative exams are given during the semester (see schedule of class activities for dates). The purpose of each exam is to assess student's comprehension of course lectures and readings.

- Exam #1: 90 Points
- Exam #2: 90 Points
- Exam #3: 90 Points
- Exam #4: 90 Points

Quizzes – 35 Points

A short quiz based on the assigned readings are given at the start of several classes (see schedule of class activities for dates). The purpose of each quiz to assess student's comprehension of the assigned readings. Seven (7) quizzes will be given and students will have the opportunity to earn five points per quiz.

Please note that there is **no make-up opportunity for missed quizzes**.

Business Communications Writing Assignments – 60 Points

ASSIGNMENTS/TASKS

Completion of *Business Communication Essentials* modules.

PURPOSE

Assignments assess comprehension of lectures and assigned readings. Completion of assignments/quizzes will prepare students to create real-world business documents.

UNIVERSITY LEARNING OUTCOMES SATISFIED

- Inquiry and Critical Thinking
- Communication

INSTRUCTIONS

Two grammatical and three analysis/writing assignments based on the readings from *Business Communication Essentials*. Additional information and grading criteria provided during class.

- Grammatical Modules 1 – 7: 15 Points
- Grammatical Homework Modules 8 – 14: 15 Points
- Business Writing Assignment #1: 10 Points
- Business Writing Assignment #2: 10 Points
- Business Writing Assignment #3: 10 Points

Career E-Portfolio Assignment – 30 Points

ASSIGNMENT/TASK

Create a Career E-Portfolio.

PURPOSE

A career E-portfolio is an interactive web page used to document your education and work/volunteer experiences providing an opportunity for you to reflect on your growth and learning outcomes while in college. This is a culminating assignment for the course and as such, builds upon assignments completed as part of the class requirements.

E-portfolio can be used to:

- Prepare for job interviews
- Organize professional and educational experiences
- Determine areas of professional strengths and weaknesses
- Market formal and informal learning such as courses, work experiences, volunteer activities, and certifications

UNIVERSITY LEARNING OUTCOMES SATISFIED

- Intellectual Breadth and Lifelong Learning
- Inquiry and Critical Thinking
- Communication

INSTRUCTIONS

The assignment is to create a Career E-Portfolio on www.wix.com. Elements of the E-portfolio assignment include:

- Title page with picture, name, contact information, and a brief professional and educational overview
- Resume page
- Projects/Activities page including projects completed in classes, college club activities, and research conducted as part of the hospitality program.
- Volunteer/Work Experience page including summaries of volunteer and work experiences

E-portfolio sample will be provided.

Career Resource Registrations – 15 Points

ASSIGNMENTS/TASKS

Register and navigate three career resource sites available at no charge to UNLV College of Hotel Administration students. Each registration is worth 5 points.

PURPOSE

Provide students with awareness of job resources available through UNLV and to practice the art of job searching.

UNIVERSITY LEARNING OUTCOMES SATISFIED

- Intellectual Breadth and Lifelong Learning
- Inquiry and Critical Thinking

CAREER SERVICES (HIRE A REBEL) REGISTRATION INSTRUCTIONS

Register for Hire A Rebel, UNLV's search engine for jobs, internships, management training, and on- and off-campus employment. Please follow instructions below to register. To receive credit, you must register for CareerLink on or before assignment due date.

- Access Hire A Rebel website at <https://unlv-csm.symplicity.com/students/>.
- Register/Log in using your UNLV Student ID Number (NSHE # from your Rebel ID Card). If your NSHE# is not recognized by the system, call (702) 895-3495 to have your logon reset.
- Complete your *Profile* and *Academic Information*. Your information is not accessible by employers, but it does determine whether you can apply for restricted positions.
- Search the site for one job that you would be interested in pursuing. Print out job posting and submit by the assignment due date.

CAREERSHIFT REGISTRATION INSTRUCTIONS

Subscribe to CareerShift following by accessing the link below. Search for one job in the Las Vegas area that you would be interested in pursuing while in school. Print out job posting and submit by the assignment due date.

<http://unlv.careershift.com>

Group Code: Rebels

HOTEL COLLEGE INFORMATION LIST REGISTRATION INSTRUCTIONS

Subscription to the Hotel Information List. The information list is the Hotel College posting system for full-time jobs, part-time jobs, temporary work, volunteer opportunities, internships, scholarships, classes, club activities, and other important information.

- Open your Yahoo E-mail Account. If you don't have an Yahoo E-mail Account, create one for free at yahoo.com.
- Access yahoo groups at <http://groups.yahoo.com/group/unlvhotelcollege>.
- Follow registration instructions.
- Search the announcements for a job opportunity or employer event that is of interest to you.
- Print page and submit during class on assignment due date.

Cover Letter Assignment – 15 Points

ASSIGNMENT/TASK

Prepare an effective cover letter expressing your interest and qualifications for a specific position within the hospitality industry.

PURPOSE

A cover letter is a carefully prepared correspondence that typically accompanies a resume or application for employment. The purpose of the letter is to:

- Convey interest in the position
- Make an effective case for the match between you and the position you are applying
- Demonstrate how your unique abilities would add value to the organization
- Provide an example of your writing

UNIVERSITY LEARNING OUTCOMES SATISFIED

- Intellectual Breadth and Lifelong Learning
- Inquiry and Critical Thinking
- Communication

INSTRUCTIONS

Explore online career sites and select a position. Prepare a cover letter expressing your interest in the position and qualifications that would make you the ideal candidate. Additional information and cover letter sample will be provided.

To receive credit, submit the following by the assignment due date:

- Position job description
- Cover letter

Mock Interview – 25 Points

ASSIGNMENT/TASK

Participation in a mock interview sponsored by Caesars Entertainment. The interview will take place at the Caesars Employment Center located on Flamingo behind Bally's Casino. Student schedule will be posted on WebCampus by the second week of school. Mock Interview will take approximately 90 minutes. To receive credit, submit the Mock Interview Evaluation by assignment due date.

If you are unable to attend on the date/time assigned, you will be given the option of completing a mock interview at Main Career Services. You must notify the instructor by March 31. Failure to notify instructor by deadline will result in a 10-point assignment deduction.

PURPOSE

The mock interview process assesses each student's competency with the interview process. At the conclusion of the mock interview, students are provided with feedback to identify areas of improvement. Students are assessed on the following criteria: upbeat and positive, leadership ability, self confidence, communication skills, work experience, appearance, professionalism, preparation, punctuality, and body language.

UNIVERSITY LEARNING OUTCOMES SATISFIED

- Intellectual Breadth and Lifelong Learning
- Inquiry and Critical Thinking
- Communication

INSTRUCTIONS

- Schedule an appointment for a mock interview at University Career Services by calling (702) 895-3495.
- Print a copy of the mock interview evaluation form located on the main WebCampus page under "Mock Interview Event and Forms" and bring it with you to the interview appointment.
- Make sure the Career Services Representative completes the evaluation and obtain a signed business card.
- Submit completed evaluation with signed business card to instructor by assignment due date.

Resume Assignment – 40 Points

ASSIGNMENT/TASK

Develop a professional resume.

PURPOSE

A resume is a professional document that effectively markets your skills and experiences to potential hospitality employers. The purpose of the assignment is to create a professional resume that captures employers' interests and secures interviews.

UNIVERSITY LEARNING OUTCOMES SATISFIED

- Intellectual Breadth and Lifelong Learning
- Inquiry and Critical Thinking
- Communication

INSTRUCTIONS

Prepare a resume highlighting your education and experiences relevant to hospitality. Additional information and resume sample will be provided.

UNLV POLICIES AND RESOURCES

Early and late quizzes/examinations will only be given under special circumstances as outlined by University policy. Students are expected to be present for all quizzes/exams. Excuses such as non-refundable tickets, extended spring break, HOA dinners/lunches/etc., weddings, other exams, and interviews will **not** be accepted. If an exam/quiz is missed due to a non-excused absence, you will receive a zero (0) for that grade. If an exam/quiz is missed due to serious illness, medical documentation of inability to attend class on exam day is required. It is the student's obligation to contact the professor **prior** to the exam in the event the student will miss an exam. **MAKE UP EXAMS ARE NOT GIVEN FOR ANY REASON except UNLV official activities.**

As a general rule, any student who represents UNLV at any official extracurricular activity shall have the opportunity to make up assignments, but the student must provide official written notification to the professor no less than one week **prior** to the missed class(es). Failure to provide the written notification in that time will result in a waiver of the right to make up any missed materials.

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>.

Copyright – The University requires all members of the University Community to familiarize themselves **with** 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/provost/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>.