HMD 456: HOSPITALITY TRAINING

Semester: Spring 2022
Section:
Class Schedule:
Office Hours:
Phone:
Office Location:
Email:

COURSE DESCRIPTION

Stresses the techniques in planning, developing, and conducting hospitality training programs. Presents a systematic approach to employee and management development in the hospitality industry. Analyze contemporary issues and practices, as well as the trends that will transform the way people are trained.

COURSE OBJECTIVES

- Describe the challenges/opportunities facing training by human resource professionals.
- Explain the effect of group dynamics on learning and the transfer to online training.
- Identify the characteristics of training design that motivate learning and accommodate trainee differences.
- Conduct a training needs analysis.
- Identify what to include in a training program to facilitate transfer of training to the workplace.
- Show ways to prepare for training.
- Discuss training procedures.
- Discuss delivery, room arrangements, and media.
- Explain why managers should learn to train.
- Explore key concepts in training adults in the workplace.
- Show the role of position analysis in defining a training program
- Present practical methods for planning and implementing on-the-job training
- Evaluate employee training.
- Explain and justify an employee training program for a hospitality company. Include training design, development, and implementation with rationale for each area.
- Analyze training outcomes.
- Evaluate measurements used in employee training and management development.
- Develop and implement a training session designed to develop a leadership/management competency.

COURSE MATERIALS
Employee Training and Development
Eighth Edition
Author: Raymond A. Noe

COURSE GRADING

Letter Grade	Percentage
A	93 to 100
A-	90 to 92.9
B+	87 to 89.9
B	83 to 86.9
B-	80 to 82.9
C+	77 to 79.9
C	70 to 76.9
D+	67 to 69.9
D	63 to 66.9
D-	60 to 62.9
F	00 to 59.9

IMPORTANT GRADE INFORMATION

- **Late work is not accepted.** It is the policy of the instructor not to extend exam, discussion, or assignment deadlines. All course materials are available online from any Internet-connected PC anywhere in the world. Students are responsible for reviewing and adhering to all course deadlines.

- **Quizzes automatically turn off on the due date at 5:00 p.m. (Pacific-time), so please begin early to receive all of the time alloted.**

- This course requires Respondus for all quizzes. If you do not have lockdown browser onyour computer, download using the hyperlink above. Once downloaded, please click on the Lockdown Browser icon and login to WebCampus from that portal. From there, you will be able to access and take quizzes.

- **You are expected to create original work with most assignments submitted through *TurnItIn* plagiarism detection technology.** All research including internet, industry documents, and library sources must be referenced using APA standards. Make sure to paraphrase to avoid text with more than 3 words quoted from another source. Copying material greater than 30 words is not permitted, even with a reference. All assignments will be submitted through *TurnItIn* plagiarism detection technology. A medium to high percentage of similarity may result in:
    - Substantial assignment deduction.
    - Failing grade with no opportunity to resubmit.
    - Professor submitting *Alleged Academic Misconduct Report* form with academic sanctions ranging from failing grade on the assignment to failing grade for class.

- **Your professor's primary means of communication with students outside the classroom is Announcements posted via WebCampus.** Please regularly check WebCampus for announcements and make sure to adjust your WebCampus settings so that you are receiving a notification when an announcement is posted.

SCHEDULE OF ONLINE LEARNING

MODULE	DATES OPEN	LEARNING TOPICS
Let's Get Started	January 15 to January 21	Syllabus and Course Overview
1	January 22 to January 28	Introduction to Training & Development
2	January 29 to February 4	Strategic Training
3	February 5 to February 18	Needs Assessment
4	February 19 to February 25	Learning and Transfer of Training
5	February 26 to March 4	Designing Training
6	March 5 to March 11	Training Evaluation
BREAK	SPRING BREAK MARCH 14	BREAK
7	March 19 to March 25	Traditional Training Methods
8	March 26 to April 1	Technology-Based Training Methods
9	April 2 to April 8	Development and Career Management
10	April 9 to April 15	Social Responsibility
11	April 16 to May 6	Training Session Project

COURSE REQUIREMENTS

Terminology Activity (20 Points)
Activity assigned weekly assessing understanding of module terminology.

MODULE	ASSIGNED CHAPTER	POINTS
1	Chapter 1	2
2	Chapter 2	2
3	Chapter 3	2
4	Chapter 4	2
5	Chapter 5	2
6	Chapter 6	2
7	Chapter 7	2
8	Chapter 8	2
9	Chapter 9	2
10	Chapter 10	2

Discussions (55 Points)
Discussions assigned weekly to engage students in virtual conversations on a variety of training and development topics. For optimum credit, students must complete both an original discussion post as well as respond to the posts of two fellow students.

MODULE	DISCUSSION TOPIC	POINTS
Let's get started	Introductions	
1	Training Flight Simulator	5
2	Corporate University	5
3	Influencing Performance	5
4	AHLEI Video Evaluation	5
5	Adapting Training Content	5
6	Evaluating the Evaluation Form	5
7	Adventure Versus Action Learning	5
8	Technology	5
9	Assessment	5
10	Unconcious Bias	5

Assignments (100 Points)
Weekly assignments apply learning from assigned readings.

MODULE	ASSIGNMENT	POINTS
1	Zappos Case Study	10
2	McDonald's Restaurants	10
3	Southwest Airlines	10
4	BNSF Safety First Case Study	10
5	Curriculum Map	10
6	Program Evaluation	10
7	Wendy's Training	10
8	Domino's Onboarding Training	10
9	Developing Leaders at Vi Case Study	10
10	Language and Cultural Understanding Case Study	10

Module Quizzes (205 Points)
Quizzes assess student's comprehension of the module's readings.

MODULE	ASSIGNED CHAPTER	POINTS
Let's Get Started	Syllabus and Course Review	5
1	Chapter 1	20
2	Chapter 2	20
3	Chapter 3	20
4	Chapter 4	20
5	Chapter 5	20
6	Chapter 6	20
7	Chapter 7	20
8	Chapter 8	20
9	Chapter 9	20
10	Chapter 10	20

Projects (85 Points)
Two projects are assigned to further apply key course concepts.

MODULE	PROJECT	POINTS
3	**Needs Assessment:** As part of this project, students will complete key components of the needs assessment process basedon a hospitality scenario.	20
11	**Training Session:** As part of this project, students will create a 30-minutetraining session incorporating concepts learned throughout the semester. The session is based on management book with titleoptions provided in Module Seven.	65

UNIVERSITY POLICIES

Public Health Directives
Face coverings are currently mandatory for all faculty and students in the classroom. Students must follow all active UNLV public health directives while enrolled in this class. UNLV public health directives are found at Health Requirements for Returning to Campus, https://www.unlv.edu/coronavirus/health-requirements. Students who do not comply with these directives may be asked to leave the classroom. Refusal to follow the guidelines may result in further disciplinary action according to the UNLV Student Conduct Code, https://www.unlv.edu/sites/default/files/page_files/27/StudentConduct-Code.pdf, including being administratively withdrawn from the course.

Academic Misconduct
Academic integrity is a legitimate concern for every member of the University community. We 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 to always take the ethical path whenever faced with choices. Students enrolling at UNLV assume the obligation to conduct themselves in a manner compatible with UNLV's educational mission. An example of academic misconduct is plagiarism. Plagiarism is using the words or ideas of another person, from the Internet or any other source without proper citation of the source(s). See the Student Conduct Code, https://www.unlv.edu/studentconduct/student-conduct.

Auditing a Course
Auditing a course allows a student to continue attending the lectures and/or laboratories and discussion sessions associated with the course, but the student will not earn a grade for any component of the course. Students who audit a course receive the same educational experience as students taking the course for a grade, but will be excused from exams, assessments, and other evaluative measures that serve the primary purpose of assigning a grade.

Classroom Conduct
Students have a responsibility to conduct themselves in class and in the libraries in ways that do not interfere with the rights of other students to learn, or of instructors to teach. Use of devices such as cellular phones and pagers, or other potentially disruptive activities are only permitted with the prior explicit consent of the instructor. Students are specifically prohibited to record classes without instructor authorization, including online/remote classes (either audio only, or video and audio). The instructor may rescind permission at any time during the class. If a student does not comply with established requirements or obstructs the functioning of the class, the instructor may initiate an administrative withdrawal of the student from the course. Since the COVID-19 pandemic forced some instruction to be delivered remotely starting in Spring 2020, numerous students have asked instructors to record their synchronous classes, so that they can access them at their convenience. Instructors who agree to record their classes (audio only, or video and audio) should inform students in advance. Recorded lectures may not be broadly released to anyone, but made available exclusively to those students enrolled in the class during the particular academic term. Recorded lectures must be stored securely, and are subject to the Nevada System of Higher Education's Records Retention Policy, meaning that the recordings can only be deleted 120 days after the end of class (i.e., after grades are posted). Once this requirement is met, the recordings should be deleted. Class recordings are protected from disclosure, as they are deemed part of an educational record under the Family Educational Rights and Privacy Act (FERPA).

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 student or employee 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 copyright policy information is available at https://www.unlv.edu/provost/copyright.

Disability Resource Center (DRC)
The UNLV Disability Resource Center (Student Services Complex, SSC-A, Room 143, https://www.unlv.edu/drc, telephone 702-895-0866) provides resources for students with disabilities. Students who believe that they may need academic accommodations due to a permanent disability, temporary or permanent medical need, or academic support due to pregnancy are encouraged to contact the DRC as early as possible in the academic term. A Disabilities Specialist will discuss what options may be available to you. Students who are already registered with the DRC should request their accommodations online each semester, and make an appointment to discuss their accommodations with their instructors.

Final Examinations
The University requires that final exams given at the end of a course occur on the date and at the time specified in the Final Exam schedule. The Final Exam schedule is typically available at the start of the semester, and the classroom locations are available approximately one month before the end of the semester. See the Final Exam Schedule, https://www.unlv.edu/registrar/calendars.

Identity Verification in Online Courses
All UNLV students must use their Campus-issued ACE ID and password to log in to WebCampus-Canvas.

UNLV students enrolled in online or hybrid courses are expected to read and adhere to the Student Academic Misconduct Policy, https://www.unlv.edu/studentconduct/misconduct/policy, which states that "acting or attempting to act as a substitute for another, or using or attempting to use a substitute, in any academic evaluation or assignment" is a form of academic misconduct. Intentionally sharing ACE login credentials with another person may be considered an attempt to use a substitute, and could result in investigation and sanctions, as outlined in the Student Academic Misconduct Policy.

UNLV students enrolled in online courses are also expected to read and adhere to the Acceptable Use of Computing and Information Technology Resources Policy, https://www.it.unlv.edu/policies/acceptable-use-computing-and-information-technology-resources-policy, which prohibits sharing university accounts with other persons without authorization.

To the greatest extent possible, all graded assignments and assessments in UNLV online courses should be hosted in WebCampus-Canvas or another UNLV-managed platform that requires ACE login credentials for access.

Incomplete Grades
The grade of "I" (Incomplete) may be granted when a student has satisfactorily completed three-fourths of course work for that semester/session, but cannot complete the last part of the

course for reason(s) beyond the student's control and acceptable to the instructor, and the instructor believes that the student can finish the course without repeating it. For undergraduate courses, the incomplete work must be made up before the end of the following regular semester. 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 period indicated, a grade of "F" will be recorded, and the student's GPA will be adjusted accordingly. Students who are fulfilling an Incomplete grade do not register for the course, but make individual arrangements with the instructor who assigned the "I" grade.

Library Resources

Librarians are available to consult with students on research needs, including developing research topics, finding information, and evaluating sources. To make an appointment with a subject expert for this class, please visit the Libraries' Research Consultation website, https://guides.library.unlv.edu/appointments/librarian. You can also ask the library staff questions via chat and text message at https://ask.library.unlv.edu/.

Missed Classwork

Any student missing class, quizzes, examinations, or any other class or laboratory work because of observance of religious holidays will be given an opportunity during that semester to make up the missed work. The make-up opportunity will apply to the religious holiday absence only. It is the responsibility of the student to notify the instructor within the first 14 calendar days of the course for Fall and Spring courses (except for modular courses), or within the first 7 calendar days of the course for Summer and modular courses, of their intention to participate in religious holidays which do not fall on state holidays or periods of class recess. For additional information, please visit the Missed Classwork policy, under Registration Policies, on the Academic Policies webpage, https://catalog.unlv.edu/content.php?catoid=32&navoid=8271&hl=.

In accordance with the policy approved by the Faculty Senate regarding missed class time and assignments, students who represent UNLV in any official extracurricular activity will also have the opportunity to make up assignments, provided that the student submits official written notification to the instructor no less than one week prior to the missed class(es).
The spirit and intent of the policy for missed classwork is to offer fair and equitable assessment opportunities to all students, including those representing the University in extracurricular activities. Instructors should consider, for example, that in courses which offer a "Drop one" option for the lowest assignment, quiz, or exam, assigning the student a grade of zero for an excused absence for extracurricular activity is both contrary to the intent of the Faculty Senate's policy, and an infringement on the student's right to complete all work for the course.

This policy will not apply in the event that completing the assignment or administering the examination at an alternate time would impose an undue hardship on the instructor or the University that could be reasonably avoided. There should be a good faith effort by both the instructor and the student to agree to a reasonable resolution. When disagreements regarding this policy arise, decisions can be appealed to the Department Chair/School Director, College/School Dean, and/or the Faculty Senate Academic Standards Committee.
For purposes of definition, extracurricular activities may include, but are not limited to academic recruitment activities, competitive intercollegiate athletics, fine arts activities, liberal arts competitions, science and engineering competitions, and any other event or activity sanctioned by a College/School Dean, and/or by the Executive Vice President and Provost.

Rebelmail
Rebelmail is UNLV's official email system for students and by University policy, instructors and staff should only send emails to students' Rebelmail accounts. Rebelmail is one of the primary ways in which students receive official University communications, information about deadlines, major Campus events, and announcements. All UNLV students receive a Rebelmail account after they have been admitted to the University. Sending emails within WebCampus-Canvas is also acceptable.

Tutoring and Coaching
The Academic Success Center (ASC), at the Claude I. Howard Building, provides tutoring, academic success coaching, and other academic assistance for all UNLV undergraduate students. For information regarding tutoring subjects, tutoring times, and other ASC programs and services, please visit the ASC website, https://www.unlv.edu/asc, or call 702-895-3177. The ASC is located across from the Student Services Complex (SSC). Academic success coaching is located on the second floor of SSC A, Room 254. Drop-in tutoring is located on the second floor of the Lied Library, and on the second floor of the College of Engineering building (TBE A 207).

UNLV Writing Center
One-on-one or small group assistance with writing is available free of charge to UNLV students at the Writing Center, https://writingcenter.unlv.edu/, located in the Central Desert Complex, Building 3, Room 301 (CDC 3–301). Walk-in consultations are sometimes available, but students with appointments receive priority assistance. Students may make appointments in person or by calling the Center, telephone 702-895-3908. Students are requested to bring to their appointments their Rebel ID Card, a copy of the instructions for their assignment, and two copies of any writing they have completed on their assignment.

Diversity Statement
As an institution of higher learning, UNLV represents a rich diversity of human beings among its faculty, staff, and students, and is committed to aspiring to maintain a Campus environment that values that diversity. Accordingly, the University supports understanding and appreciation of all members of its community, regardless of race, sex, age, color, national origin, ethnicity, creed, religion, disability, sexual orientation, gender, gender identity, marital status, pregnancy, genetic information, veteran status, or political affiliation. Please see University Statements and Compliance, https://www.unlv.edu/about/statements-compliance.

A successful learning experience requires mutual respect and trust between the students and the instructor. Accordingly, the instructor asks that students be willing to listen to one another's points of view, acknowledging that there may be disagreements, keep discussion and comments on topic, and use first person, positive language when expressing their perspectives.

UNLV Land Acknowledgement
UNLV is situated on the traditional homelands of Indigenous groups, including the Nuwu or Nuwuvi, Southern Paiute People, descendants of the Tudinu, or Desert People. We honor and offer gratitude for those who have stewarded the land; for the land itself; and for the opportunity to cultivate a thriving, diverse, inclusive, and just scholarly community here today that works for a better tomorrow for all.