



## HMD 205 Managing Human Resources in the Hospitality Industry Spring 2022

### Class and Office Information

<b>Instructor:</b>	
<b>Time and Location:</b>	
<b>Office Location:</b>	
<b>Office Hours:</b>	
<b>Phone:</b>	
<b>Course Website:</b>	
<b>Email:</b>	

### Required text and materials:

Title: Fundamentals of Human Resource Management (2nd edition) Interactive e-book

Authors: Robert N. Lussier and John R. Hendon ISBN: 9781544385501

Make sure you have your textbook by Monday 8/23. You have assignments due on the reading the first week of class.

*Use this link if you do not have a copy of the required textbook yet and would like to purchase the eBook version for a lower price. [Purchase an eBook version of the text.](#)*

**To Redeem an Access Code:** *If you received an eBook access code packaged with your textbook, follow the below steps to redeem it on VitalSource Bookshelf. Your access code is included on the inside of the slimpack card you received with your textbook bundle.*

1) [Sign into or create](#) your VitalSource Bookshelf account.

- 2) Enter your access code in the "Redeem Code" field.
- 3) Begin reading your eBook in VitalSource Bookshelf.

## **COURSE DESCRIPTION**

Recruitment, selection, compensation, training, and performance appraisal of employees and managers in the hospitality industry's culturally diverse workplace. This course is an introduction and should serve as a foundation for the study of Human Resources. Specifically, we will focus on five major aspects of the Human Resources process:

- Strategic Planning and Legal Issues in the 21st Century
- The Nature of Staffing (e.g., job analysis, measurement, external and internal selection, staffing models, and strategy)
- Developing and Managing Human Resources Support Activities (e.g., training, talent management, and development)
- Compensating and Protecting the Workforce: Recruitment (e.g., benefits, rewards, safety, health, and security)
- Business Ethics and Global Issues (e.g., sustainability, social responsibility, and HRM in the global context).

## **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.

## **Overall Course Objectives**

The purpose of this course is to assist the student in gaining working knowledge of the major human resources functions in a modern organization. Specific attention will be given to several broad learning objectives. You will be expected to become familiar with the following:

1. Demonstrate effective oral, written, and visual communication.
2. Describe hospitality labor trends.
3. Define and apply the basic legal vocabulary and concepts of employment law critical to human resources.
4. Demonstrate an understanding of job analysis and job design.
5. Demonstrate an understanding of recruitment, selection, on boarding, training, coaching/counseling, performance management, and termination processes.
6. Demonstrate an understanding of employee safety and well-being.
7. Examine how job positions are interrelated within an organization.
8. Discuss workplace policies and trends.
9. Identify compensation and benefit trends in the hospitality industry.
10. Explain retention strategies.
11. Identify reliable sources for staying abreast of changes in human resources.

## **Overall Course Learning Goals (Program Outcomes)**

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

1. Communicate effectively in written, spoken, visual and digital modes to different audiences (e.g. industry leaders, employees, employers, faculty and peers).

2. Develop knowledge of the global and multicultural hospitality industry.
3. Understand issues in ethic, diversity, and inclusion.
4. Grading Plan

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

- 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

## Course Schedule and Grading Criteria

See **HMD 205 Course Schedule and Grading Criteria** file posted on web campus. Total points available to earn during Spring 2022 is semester is **1500**.

## HMD 205 Section 1005 Grading Criteria for Spring 2022

<b>Course Participation and Assignments</b>	<b>Points</b>
Current events posted to Web Campus Total Current Events	50
Total Discussion Points	260
Total Quiz Points	140
Course Participation Assignments. Overall course participation graded by Professor includes: Syllabus agreement, Textbook/Syllabus survey, Syllabus quiz, Introduction to Class, Chapter Self Assessments, Knowledge Checks/Video Activities (Total available 187 to earn)	180
Total Rebel Hotel Assignments	150
Total Chapter Assignments toward final grade (Total available 730)	700
Instructor grade of participating in (viewing/reading) Canvas modules	20
<b>Total Points Available for Semester</b>	<b>1500</b>

## Course Expectations

### *Assigned Readings:*

See Course Schedule posted on Webcampus. Students are expected to have completed the assigned reading before the class in which the topic is covered.

### *Expectations of Instructor*

In addition to what I expect from you as a student, it is reasonable to have expectations of me as your instructor. You can expect sufficient preparation before class, an attempt to make the classroom environment interesting, a variety of instructional methods to go along with the online reading materials, videos, and class activities, the opportunity to provide feedback, and a fair, easy-to-understand grading system.

### *Online Classroom Environment*

It is my goal to create a class environment that is supportive, inclusive, and conducive to learning. Because there will be class discussion and opportunities to express your ideas, it is essential that all viewpoints are respected. It is also important that you be engaged in the learning process.

### *Learning Objectives*

To acquire and reinforce skills, knowledge, and abilities that will assist graduates in the pursuit of obtaining employment and surviving changes in the business world. This objective encourages retention of information after the course; transfer of new information to new situations; development of problem solving, critical thinking, and attitude change; and motivation for lifelong learning. Mastery of these concepts supports success in the classroom as well as the workplace. A comprehensive understanding of the core competencies that foster academic and occupational knowledge enables one to cultivate the skills and attitudes required for job acquisition, retention, and advancement in a fast-paced, dynamic business environment.

### *Workload Expectations*

As a general rule, the workload in this course is probably about the same as any other lower division hospitality course. You need to plan to keep up with the class as we cover individual chapters. The following estimates will give you some idea of what to expect. College students should expect to spend about 2–3 hours on “outside” work for every hour credit hour each week (9-12 hours).

### **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.

### ***Participation***

This includes your active participation in class activities and exercises. You may demonstrate these skills in many ways, that is, by demonstrating a high level of professionalism in the classroom, and making valued contributions to discussions. Regular online attendance and constructive contributions to class discussions are a requirement of the course.

Use of the Text – Since class material, projects and assignments are based on the text, you are expected to read the assigned chapter each week in order to be prepared for in-class activities.

### ***Professionalism***

You are expected to act in a professional manner in all of your interactions related to this course; both with your fellow students and with me. Professional social behavior, in terms of what is considered correct or unacceptable, is extremely important. In the event of a disagreement or misunderstanding, students must carefully follow conflict management processes with the intent of clarifying issues instead of exhibiting anger and impatience.

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.

### ***My Commitment to Your Success***

You will see that I am truly committed to making this course interesting and a great learning experience for you. I respect you as responsible adults and have designed this course to help you develop the competencies you need to attain success in your chosen field of endeavor. I am sensitive to your needs from both the student and instructor perspective. Having achieved some measure of success in the business world, I believe I am also capable of providing you with the guidance and direction that will assist you in attaining even greater levels of achievement in your chosen careers. I view myself as a hybrid business person/educator and personally derive a great sense of satisfaction in helping students chart career and advanced academic paths that will ensure their future success.

### ***Availability***

In addition to regular office hours and scheduled appointments, you can expect me to respond to your email messages within 24 hours during weekdays unless there is a compelling reason for a longer delay.

## ***Expectations for All Written Assignments***

Your communication skills, both oral and written, will most likely contribute greatly to your success in the business world. Unfortunately, I often find these skills to be somewhat deficient in terms of my expectations for most sophomore college students. If students are drafting a paper individually or together as a group project, it is best to:

- Prepare: identify specific issues on which you intend to focus
- Participate: actively proofread and review your paper
- Reflect: decide which of the possibilities you pursue are most helpful
- Act: revise your papers.

## **Class Expectations**

The following ground rules will help your work in this course to go much more smoothly. Please carefully review these expectations and follow them.

1. Academic integrity will be appraised according to the student academic behavior standards outlined in University Policies, Rules and Regulations of University's Student Handbook. See the handbook for further details.
2. Due Dates: Don't ask to turn in late assignments. 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 submissions will not be accepted.
3. Keep up with the reading. You have quite a few chapters, modules, discussion postings, and email messages to read for the class. Please keep up with the activities in the course schedule. Students who keep up with the reading tend to do much better in this kind of class than those who do not.
4. Don't miss an assignment or project. Missed assignments or projects may not be made up.

## ***Tech Support***

Use the "Ten-Minute Rule." If you cannot figure it out in 10 minutes, get HELP!

Problems within Webcampus Canvas?

1. First use the contextual HELP menu at the top of the screen for challenges within Canvas.
2. If you can't find the answer, post a message in the discussion topic called "Help!" Consult a fellow student or tech expert to see if you can sort it out together.
3. If all else fails, contact your instructor in Canvas email or University email. If the problem is time-critical, CALL ME on my office or cell phone at the top of the syllabus. Time-critical means something like turning in an assignment and project and the system crashes. It DOES NOT mean that you waited to the last possible second to turn in an assignment and now are having trouble getting the assignment accepted.
  - a. Problems getting logged on? Call Computing Services.

## ***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. Emailing within WebCampus-Canvas is also acceptable.

Email will be an integral part of this course. Make sure you:

1. Check your email at least twice per week (more often is better).
2. Be patient. Don't expect an immediate response when you send a message. Generally, two days is considered a reasonable amount of time to receive a reply. Again, if the problem is time-critical, call me on my office or cell phone at the top of the syllabus.
3. Include "Subject" headings: use something that is descriptive and refers to a particular assignment or topic.
4. Be courteous and considerate. Being honest and expressing yourself freely is very important but being considerate of others online is just as important as in the classroom.
5. Make every effort to be clear. Online communication lacks the nonverbal cues that fill in much of the meaning in face-to-face communication.
6. Do not use all caps. This makes the message very hard to read and is considered "shouting."
7. Check spelling, grammar, and punctuation (you may want to compose in a word processor, then cut and paste the message into the discussion or email). Or download and install a nifty spell check add-on for Internet Explorer at:
  1. <http://www.iespell.com/download.php>
8. Break up large blocks of text into paragraphs and use a space between paragraphs.
9. Write the recipient's name at the beginning of an email. Sign your email messages.
10. Never send or keep anything that you would mind seeing on the evening news.

## ***Discussion Topics in Webcampus***

Many of the "rules of the road" or protocols that apply to email also apply to the use of discussions. Use the following conventions when composing a discussion posting:

1. Regular and meaningful discussion postings help us to create a community and constitute a substantial portion of your grade.
2. It is a good practice to always check the Discussions multiple times during the week.
3. Use the appropriate Discussion Topic; don't post everything on the "Main" Discussion Topic. There will be specific discussion topics for particular discussions — pay close attention to the topics, and click on the appropriate topic before posting.
4. "Subject" headings: use something that is descriptive and refer to a particular assignment or discussion topic when applicable. Some assignments will specify the subject heading in the first posting from the instructor.
5. Do not use postings such as "I agree," "I don't know either," "Who cares," or "ditto." They do not add to the discussion, they take up space, and they will not be counted for credit.
6. Respect each other's ideas, feelings, and experience. Be courteous and considerate.

7. Explore disagreements and support assertions with data and evidence.
8. If you want to send a personal message to the instructor or to another student, use email rather than the discussions (see above Email Protocols).
9. A helpful hint: Compose your message in your word-processing application in order to check spelling, punctuation, and grammar — then copy and paste your composition into the thread.
10. Break up large blocks of text by breaking them into paragraphs
11. Use the Help! topic for assistance or for questions about course material or assignments.

## **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), <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), [https://www.unlv.edu/sites/default/files/page\\_files/27/StudentConduct-Code.pdf](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), <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), <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), <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](https://guides.library.unlv.edu/appointments/librarian) website, <https://guides.library.unlv.edu/appointments/librarian>. You can also [ask the library staff](https://ask.library.unlv.edu/) 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](https://catalog.unlv.edu/content.php?catoid=32&navoid=8271&hl=) 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), <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/), <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), <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.