

**UNLV**

HARRAH  
COLLEGE OF  
HOSPITALITY

William F. Harrah College of Hospitality  
University of Nevada, Las Vegas

**TCA 410 Meetings and Events  
Culminating Experience  
2021-2022: Semester 2**

**Office hours: by appointment only**

## UNLV Syllabus Outline

**Subject Code:** TCA 410 Meetings and Events Culminating Experience

**No. of Credits:** 3 credits

**Lecture/Tutorial**

**Venue:**

**Day:** Wednesday

**Time:** 2:30p – 5:15p

**Consultancy Days and Hours:**

Tuesday from 09.00am-11.00am or by scheduled appointment or via WebEx/Zoom appointment

## Course Description

Culminating experience linking theory and practice mastered in core hospitality courses and previous events classes. Assess organizational challenges and evaluate solutions through the integration of research and practical application. Designed to provide practical application of hospitality knowledge, skills, and dispositions for a successful career in event planning.

Lab fee is required

## Prerequisite Course(s)

Minimum of a C grade in TCA210 Global Event Management and TCA 301 The Event Proposal Process or equivalent electives

Minimum of a C grade in HMD 405

Must have TAM Alcohol Awareness Card

Must be 21 years or older

## Course Objectives

Upon completion of the subject, students will be able to:

- Design a hospitality event or evaluate and assist in an existing event.
- Describe the enterprise and its customer base in comparison to existing similar operations.
- Evaluate and select resources available and appropriate to operate the event.
- Proactively evaluate and prepare for potential concerns in the event or problems that may arise in the event planning and implementation process.
- Design and critique the work of multiple teams seeking to achieve common event production goals.
- Understand the process of working with events' clients to manage risk and critical decision making.
- Formulate short- and long-term goals appropriate to the successful management of the event in question.
- Create measurable and appropriate objectives needed to reach stated goals.
- Execute and evaluate or analyze the existing event operation.
- Research and analyze current trends to be applied in response to the needs of the event, client and stakeholders.

## College of Hospitality Program Outcomes

- Communicate effectively in written, spoken, visual and digital modes to different audiences (e.g., industry leaders, employees, employers, faculty, and peers)
- Develop knowledge of the global and multicultural hospitality industry.
- Understand issues in ethics, diversity, and inclusion.
- Apply critical thinking to hospitality management problems.
- Evaluate critical hospitality management concepts.

## Class Details

- We are looking forward to working with you and expanding your knowledge events and event management. As such, it will draw on some of the disciplines you have studied throughout your academic career to date.
- It is important to remember that this is an in person on campus class and will require your physical attendance at the set times/days indicated. You are here to not only apply the knowledge that you have already learned but also to develop new skills and knowledge that will assist you as you move forward in your future academic life.
- Teamwork, effective communication, trust, and hard work will be the cornerstones of this course and look forward to a great semester with you all.

## 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](#). 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](#), including being administratively withdrawn from the course.

## Recommended Reading

- Allen., J. (2002) *The Business of Event Planning: Behind-the-Scenes Secrets of Successful Special Events*. John Wiley & Sons Canada Ltd.
- Falkner, D. (1999). *Convention and Banquet Management*. Toronto: Ryerson Polytechnic University.
- Damm, S. (2011). *Event Management: How to Apply Best Practices to Small Scale Events*. ProQuest Ebook Central  
<http://ebookcentral.proquest.com/lib/unlv/detail.action?docID=887540>.
- Jones., M. (2010) *Sustainable Event Management: A Practical Guide*. Earthscane . UK
- Goldblatt, J. (2011). *Special Events: A new generation and the next frontier* (6th ed.). New Jersey: John Wiley & Sons.
- Raj., R. Paul Walters., P. Tahir Rashid., T. (2012) *Events Management* (3rd edition). Routledge. London
- Rutherford Silvers, J. (2004). *Professional Events Coordination*. New Jersey: John Wiley & Sons.
- Taylor, D. (1981). *How to Sell Banquets: The Key to Conference and Function Promotion* Boston: CBI Publishing Company, Inc.
- Van Der Wagen, L. (2007). *Event Management, for tourism, cultural, business and sporting events* (3rd ed.). Frenches Forest, NSW: Pearson Education Australia.
- Van Niekerk, T (2017) *Contemporary Issues in Events, Festivals and Destination Management*. Place of publication not identified: Emerald Publishing Limited, Online access.

## Journals

- Almeida, A., Teixeira, S.J. and Franco, M. (2019), "Uncovering the factors impacting visitor's satisfaction: evidence from a portfolio of events", *International Journal of Event and Festival Management*, Vol. 10 No. 3, pp. 217-247.
- Bagramian, R., Madill, J., O'Reilly, N., Deshpande, S., Rhodes, R.E., Tremblay, M., Berry, T. and Faulkner, G. (2019), "Evaluation of sport participation objectives within a health-focussed social marketing sponsorship", *International Journal of Sports Marketing and Sponsorship*, Vol. 20 No. 2, pp. 206-223.
- Cho, B, Lee, J, Lee, W, & Mi, H. (2019). "Changing Management Strategies of a Government-Hosted Festival." *International Journal of Event and Festival Management* Vol. 10, No. 2, pp. 174-88.

Luonila, M. and Kinnunen, M. (2019), "Future of the arts festivals: do the views of managers and attendees match?", *International Journal of Event and Festival Management*, Vol. 11 No. 1, pp. 105-126.

Meleddu, M., Melis, G., Pulina, M. and Zapata-Aguirre, S. (2019), "Expectations and service quality: perceived performance at low-season events", *International Journal of Event and Festival Management*, Vol. 10 No. 2, pp. 110-137.

Sox, C.B., Campbell, J.M., Kline, S.F., Strick, S.K. and Crews, T.B. (2016), "Technology use within meetings: a generational perspective", *Journal of Hospitality and Tourism Technology*, Vol. 7 No. 2, pp. 158-181.

Töppig, S.E. and Moital, M. (2020), "An exploration of the techniques, outputs and outcomes of circulation management at exhibitions", *International Journal of Event and Festival Management*, Vol. 11 No. 3, pp. 311-335

Werner, K., Griese, K.-M. and Faatz, A. (2019), "Value co-creation processes at sustainable music festivals: a grounded theory approach", *International Journal of Event and Festival Management*, Vol. 11 No. 1, pp. 127-144.

## **Course Structure**

Each student will participate as a member of an event management project team. The class will be divided into eight teams of 4-5 members in each. Each of the following teams will have a specific set of roles and responsibilities to understand and achieve related to the Dinner Series and Final Event (Mini Grand Tasting) that they will be helping to plan and produce.

- Marketing x 4
- Social Media and Communications x 4
- Auction Live and Silent x 5
- Sponsorship Coordination x 4
- Ticket Sales and Promotion x 4
- Volunteer Coordination x 4
- Logistics Organization x 4
- Audio Visual, and Virtual Event Coordination x 4

It is important to remember that this is an in person on campus class and will require your physical attendance at the set times/days indicated. You are here to not only apply the knowledge that you have already learned but also to develop new skills and knowledge that will assist you as you move forward in your future academic life.

Teamwork, effective communication, trust, and hard work will be the cornerstones of this course and we look forward to a great semester with you all.

New course material will be discussed at the beginning of each class, while team breakout sessions will continue after lecture. The course instructors will monitor the progress of the teams during these breakout sessions, help and support team members with their allocated tasks required for the completion of overall assignments.

Feedback from each team will also be required on two occasions from each team

member. All team members are expected to attend and participate in lectures and breakout sessions.

It is also important that team members meet outside the structured course times on a regular basis to integrate knowledge, concept and capacities from different parts of their learning experiences. This can be undertaken through a Google chat, Google document, Zoom or other suitable platforms.

## **Management Team Structure**

### **Management Teams General Responsibilities**

Each Management Team is responsible for the coordination and development of their allocated roles and responsibilities This may include: overall theme, marketing, detailed design and layout of actual and virtual event, décor and ambiance, establishing and meeting sales goals, staffing assignments and evaluation, SWOT analysis and final project.

### **Team Manager**

Will participate and oversee the total operation and team members involved. The focus of the team manager is to organize their staff in the completion of all work required, to include the development and the completion and organization of all final written materials in consultation with all group members. A team organizational chart to include all team members' roles and responsibilities with photos will be required.

### **Marketing Team**

Will oversee the total marketing of the operation, to include all tools necessary to facilitate the event. The Marketing Team working in conjunction with all their team managers will assist in developing theme, concept and target markets to market the dinner series and final grand tasting event. The focus of this position includes but is not limited to assist in the development of all advertising of the event: website, social media, print media, and presentation materials required. Work closely with stakeholders and all team managers

### **Social Media and Communications Team**

Will promote the Dinner Series and Final Mini Grand Tasting, the vision, mission, products and/or services. Work closely with other members of the management teams and stakeholders to shape the image and values, as well as the appropriate methods to communicate them to the public for the forthcoming events. Identify possible press opportunities and develop content to be disseminated via social media, websites, newsletters, press releases and any other distribution channels. The communications team ensures messaging aligns with key strategies.

### **Auction Live and Silent Team**

Responsible for the collection, storage and bundling of received sponsorship items. Each item will be recorded, allocated either to live or silent auction. All necessary documentation to be up to date and kept in the team portfolio. Coordinate the final event days auction items both silent and live auction for viewing. Work closely with stakeholders and all team managers

### **Sponsorship Coordination Team**

Will coordinate and work closely with stakeholders and other team managers in coordinating sponsorship for the Dinner Series and Final Mini Grand Tasting, Work with other team managers in drafting sponsorship letter. Identify possible sponsors, communicate with nominated organization. Keep an up to date spreadsheet of the items received for sponsorship.

### **Ticket Sales and Promotion Team**

Responsible for the collection, allocation and recording of ticket sale. Arrange tabling days in discussions with Logistics Organization Team. All necessary documentation to be up to date and kept in the team portfolio. Coordinate the final event days collection and purchase of additional tickets. Work closely with stakeholders and all team managers

### **Volunteer Coordination Team**

Responsible for the recording and allocation of volunteers for the dinner series and final Mini Grand Tasting event. Arrange tabling days in discussions with Logistics Organization Team. All necessary documentation to be up to date and kept in the team portfolio. Coordinate the final event days distribution and allocation of volunteers. Work closely with stakeholders and all team managers

### **Logistics Organization Team**

Logistics team is responsible for the coordination and layout of the final grand tasting. Also required to support tabling days and arranging equipment as needed. All necessary documentation to be up to date and kept in the team portfolio. Coordinate the final event days distribution and allocation stalls and additional equipment and fixtures as necessary. Work closely with stakeholders and all team managers

### **Audio Visual, and Virtual Event Coordination Team**

This team will work with all other teams and important stakeholders. Will coordinate all audio and hybrid design matters relating to the final mini grand tasting, helping to ensure that the different managers developing and building the event work together smoothly and that everything is delivered on time and within budget. Will ensure the final grand tasting is available as a virtual event to the participants and general public.

## **Format for Written Assignments**

Points will be deducted for assignments that do not follow the requirements below or look unprofessional. Microsoft Word is the only acceptable format. It is your responsibility to ensure that the submission can be opened by the instructor if submitted through canvas.

- 12-point Times New Roman font with 1” inch margins.
- 8 ½ x 11 paper, portrait orientation
- 1.5 inch spacing
- Use tables to display data or small amounts of information in categories.
- Use headings and subheadings to organize information.
- Use bullet points and short, focused paragraphs instead of lengthy discussions.

- To obtain a high grade for your effort it is highly recommended you proofread before submitting your assignment.
- Check grammar, punctuation, and spelling.
- Your name and other team members should be on every assignment submitted
- All group assignments should have a cover sheet listing the names, positions and contributions of each member.
- References must be in APA format and must include a title, date and author even if they are from the internet. References simply listed with web addresses will receive no credit. Visit this [site](#) for more information. *Any text with more than 6 words quoted from another source must be in quotes and referenced correctly.*

*Copying material greater than 6 words is not permitted, even with a citation.*

*Paraphrase your support materials. Failure to follow this rule will be considered plagiarism and reported to Academic Affairs.*

## **Assignments, Evaluation Procedures, and Grading Policy**

### **Picture and biography posted to WebCampus (50 Points)**

Each student is to post a recent *head shot* picture into the assignment folder on WebCampus. A short biography (300 words approx.) to be posted onto WebCampus before the commencement of the first class by 11.59pm Tuesday 18<sup>th</sup> January (See Assessment Rubric B)

### **Team Presentation (100 Points)**

Each member of their team will report back to the class as scheduled each week. A total of two short presentations by each team member will be required to fulfill this assessment.

- Marketing Team
- Social Media and Communications Team
- Auction Live and Silent Team
- Sponsorship Coordination Team
- Ticket Sales and Promotion Team
- Volunteer Coordination Team
- Logistics Organization Team
- Audio Visual, and Virtual Event Coordination Team

(See Assessment Rubric C)

### **Ticket Sales (150 points)**

Each student is expected to sell 15 ticket to the Final Event (Mini Grand Tasting) as part of their course requirements. (See Assessment Rubric D).

### **Selling tickets/volunteer recruitment on campus (100 Points)**

Each student is required to participate in three (3) table days that will be arranged and coordinated by the ticketing team



**Auction Items obtained (200 Points)**

Each student is required obtain auctions (silent or live auction) items to the value of USD\$1000 or above, as part of their course requirements.

**Participation within your team (100 Points)**

Each student’s attendance and participation within each of their teams and with team member is important to the overall outcome of this event and will be evaluated

- Peer evaluation
- Instructor evaluation

**Present at the Final Event (100 Points)**

Each student will be required to attend the final event. *If you miss this event you will be unable to make-up the class requirements until the following year.*

*Documentation to justify an absence for emergencies such as: a documented illness, car accident or family tragedy will be required.* Having to be at your place of employment is NOT a reason for being absent.

**Final Group Portfolio (200 Points)**

Each team is responsible for their final Portfolio. This documentation will demonstrate work undertaken during the whole event, from planning to final execution. This is the final, but most important part of the course requirements as it will help and assist your colleagues involved in next year’s event.

**Assessment Summary**

<b>Task</b>	<b>Tool</b>	<b>Points</b>	<b>Due Date</b>
Picture and biography posted to Canvas	Rubric A	50	18/01/2022 11.59pm
Team Presentations each week x 2	Rubric B	100	02/02/2022- 11/05/2022
Ticket Sales	Rubric C	150	02/02/2022- 06/05/2022
Selling tickets/volunteer recruitment on campus	Rubric D	100	03/09/2022- 06/05/2022
Auction Items Obtained	Rubric E	200	02/02/2022- 06/05/2022
Present at Final Event		100	05/06/2021
Final Group Portfolio		200	05/11/2022
Participation within your team <ul style="list-style-type: none"> <li>• Peer evaluation</li> <li>• Instructor evaluation</li> </ul>		100	05/11/2022
<b>Total</b>		<b>1000</b>	

## **Portfolio Assignment**

Each team will complete a portfolio. Students will demonstrate competence with research in assignments to contextualize the event management process. This documentation will demonstrate work undertaken during the whole event, from planning to final execution. This is the final, and most important part of the course requirements as it will help and assist your colleagues involved in next year's event.

*Due date:* Week 17 at 11.29 am.

\*Late submission will be heavily penalized (one day 30% of the assignment marks) 2 days overdue will not be accepted.

## Cover Page and Portfolio Structure

**Assignment:** Final Team Portfolio

**Name of Final Event:**

**Team Name:**

**Class:** TCA 410 Meetings/Events Culminating Experiences Section1001/1002

### Team Names, Positions, Head Shot and contribution to portfolio assignment



**Team Manager (TM):** *Place name and head shot here*

Completed the introduction and conclusion of the portfolio. Coordinated team final submissions and portfolio assignment. Develop an outline of the background and purpose of the final event and how your team contributed, this will include your final rundown sheet.



**Team Member (TM):** *Place name and head shot here*

Each team member will assist and work with other team members to achieve the stated final goal. Their roles, responsible and contribution to assignment will be clearly stated



**Team Member (TM):** *Place name and head shot here*

Each team member will assist and work with other team members to achieve the stated final goal. Their roles, responsible and contribution to assignment will be clearly stated



**Team Member (TM):** *Place name and head shot here*

Each team member will assist and work with other team members to achieve the stated final goal. Their roles, responsible and contribution to assignment will be clearly stated



**Team Member (TM):** *Place name and head shot here*

Each team member will assist and work with other team members to achieve the stated final goal. Their roles, responsible and contribution to assignment will be clearly stated

## **Structure of Portfolio**

### **Front Cover Page:**

As above

### **Introduction:**

Information concerning your teams' roles and responsibility throughout the semester and final event

### **Event objectives**

Discussion with other team members and teams as to key objectives and overall goals to be included here

### **Planning of Event:**

Information concerning your team's role leading up to and planning the final event.

Main contact person/s your team had discussions with

Copies of correspondence: letter and mail sent and received

Draft rundown sheet of your teams' responsibilities

Final rundown sheet from of your team

### **Market segment:**

Who were/are your market segment, why have you targeted this sector, how will you reach them?

Identify and discuss why have you chosen this form of advertising and marketing, justify your selection.

If necessary, explain how you built your Website and other forms of media platforms

How will/was this be used to promote the final event.

### **Information Gathered:**

How did the breakout session and lectures support your learning throughout the semester

### **Breakout sessions:**

Dates

Attendees

What was discussed

What did the group learn that supported their progress

### **Lecturers:**

Dates

What was discussed

What did the group learn that supported their progress

### **Pre-event check list:**

#### **Location:**

Include the teams pre event rundown sheet and subsequent event day run down sheet

Where will the virtual /hybrid event take place

### **Event set up:**

Explain how the venue was arranged, loading in etc  
Schematic/Map/Floor Plan  
Clearly label the separate stations for food and beverage  
Include the venue capacity  
Include photos

**Technology set up:**

Digital advertising poster if used to advertise final event  
Website (*site address on cover page*)  
Social media  
Virtual coverage

**Management roles and responsibilities**

Indicate the roles and responsibilities of each team member. Include information that covers their responsibilities during the semester, dinner series attended, prior to, during and concluding the final event  
Your Management Team is responsible for the coordination and development of stated goals. You should allocate certain roles and responsibilities to each team member who will in turn contribute to the final portfolio by discussing their own personal growth and achievements.

**Recording of the event:**

Include pictures and video links of the final event

**Post Event Report**

Critically review the success of the dinner series and final event against event objectives  
Determine key recommendations for future events of a similar nature  
Discuss what worked and what did not  
Discuss changes that your team would implement if you were to undertake a similar events again  
Present new objectives for the next/new event

**Conclusion**

This summarizes or restates the main objectives of your team. You want to leave the reader with a sense that your report is complete.  
Restate the strongest points of your discussion and event that support your main ideas working with the non-profit.  
Conclude your report with a personal note of what your team learnt and achieved through this class and final event. Give your personal opinion or suggest a plan for action.

## Weekly Teaching Schedule

Week	Date	Activities to be addressed in the lecturers	Assessments and FOH Training
1	01/19/2022	<b>Administration:</b> Introduction to Lecturers Overview of course and assessment materials <ul style="list-style-type: none"> <li>• History and highlights</li> <li>• Overview from UNLVino 2019</li> <li>• Separate students into assigned FOH Teams</li> </ul> Discussion on each Teams roles and responsibilities <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Introduction to Event Management</li> </ul>	Post picture and biography in
2	01/26/20212	<b>Southern Glazers Wine and Spirit Presentation.</b> <ul style="list-style-type: none"> <li>• Theme Mini Grand Tasting</li> <li>• Dinner Series</li> <li>• Venues</li> <li>• Roles and responsibilities</li> </ul> Management teams and positions allocated Team Scheduled Breakout Sessions	
3	02/02/2022	<b>Group Presentations</b> <ul style="list-style-type: none"> <li>• Feedback from each team</li> </ul> <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Different events</li> <li>• Green events</li> <li>• Vertical Events</li> <li>• Sustainable events</li> <li>• Hybrid events</li> </ul> Team Scheduled Breakout Sessions	First Team Presentations
4	02/09/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Sponsorship requirements and role</li> <li>• Give Smart, Presentation: (Video)</li> </ul> Team Scheduled Breakout Sessions	First Team Presentations
5	02/16/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b>  Team Scheduled Breakout Sessions	First Team Presentations  FOH Service training <ul style="list-style-type: none"> <li>• Dinner service</li> <li>• Beverage Service</li> </ul>
6	02/23/2022	Site Visit: Venue for Mini Grand Tasting Where the venue for the Mini grand tasting will be	First Team Presentations  FOH Service training <ul style="list-style-type: none"> <li>• Dinner service</li> <li>• Beverage Service</li> </ul>
7	03/02/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Event planning</li> <li>• Know your Audience</li> <li>• Stake holders involved</li> </ul> Team Scheduled Breakout Sessions	First Team Presentations  FOH Service training <ul style="list-style-type: none"> <li>• Dinner service</li> <li>• Beverage Service</li> </ul>

Week	Date	Activities to be addressed in the lecturers	Assessments and FOH Training
8	03/09/2022	<b>First Dinner Series this Week</b> <b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Event design and décor</li> <li>• Guest Speaker Scheduled</li> </ul> Team Scheduled Breakout Sessions	First Team Presentations
9	03/16/2022	<b>SPRING BREAK NO CLASS SCHEDULED</b>	
10	03/23/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Fund raising and Sponsorship</li> </ul> Team Scheduled Breakout Sessions	Second Team Presentations
11	03/30/2022	Site Visit: To Be Confirmed	Second Team Presentations  FOH Service training <ul style="list-style-type: none"> <li>• Dinner service</li> <li>• Beverage Service</li> </ul>
12	04/06/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Public relations and promotions</li> </ul> Team Scheduled Breakout Sessions	Second Team Presentations  FOH Service training <ul style="list-style-type: none"> <li>• Dinner service</li> <li>• Beverage Service</li> </ul>
13	04/13/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Event marketing</li> <li>• Guest Speaker Scheduled</li> </ul> Team Scheduled Breakout Sessions	Second Team Presentations  FOH Service training <ul style="list-style-type: none"> <li>• Dinner service</li> <li>• Beverage Service</li> </ul>
14	04/20/2022	<b>Second Dinner Series this Week</b> <b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Organizational skills for different events</li> </ul> Team Scheduled Breakout Sessions	Second Team Presentations
15	05/27/2022	<b>Group Presentations</b> Feedback from each team <b>Event Management Lecturer</b> <ul style="list-style-type: none"> <li>• Event management and leadership</li> </ul> Team Scheduled Breakout Sessions	Team Leader Presentations
16	05/06/2022	<b>Final Event, Mini Grand Tasting</b>	

Week	Date	Activities to be addressed in the lecturers	Assessments and FOH Training
17	05/11/2022	Final Group Portfolio <b>Group Presentations</b> Feedback from each team What went right Where the improvement can be made	Team Leader Presentations Participation within your team <ul style="list-style-type: none"> <li>• Peer evaluation</li> <li>• Instructor evaluation</li> </ul>

## Grades

In all cases, the point values noted for each assignment are indicated as UP TO a certain value which is the maximum that can be earned for a high-quality assignment submission.

The actual points earned may be from zero to the maximum indicated, depending on the instructor's evaluation of the quality of the submitted work. A grading rubric is posted on WebCanvas for all the assignments and also in this document. Please check your Syllabi prior to required submission dates.

### Grading Scale

<b>93-100%</b>	<b>A</b>	<b>77-79.9%</b>	<b>C+</b>
<b>90- 92.9%</b>	<b>A-</b>	<b>73-76.9%</b>	<b>C</b>
<b>87- 89.9%</b>	<b>B+</b>	<b>70- 72.9%</b>	<b>C-</b>
<b>83- 86.9%</b>	<b>B</b>	<b>60- 69.9%</b>	<b>D</b>
<b>80-82.9%</b>	<b>B-</b>		

A grade of C or better is required for the successful completion of this course  
*60 % or below F*

*Late Assignment Deduction-1 day 10%, 2 days 20%, 3 days 30%, etc.*



## **Administrative Requirements**

### **Makeup Classes**

Make-up opportunities are only allowed with an excused absence (Note: Job or anything work related is not an excused absence). The instructors will follow all university policies regarding making up work due to absences for religious holidays or school- sponsored athletic and extracurricular activities.

### **Netiquette**

Netiquette: It is sometimes difficult to remember that there are real people reading our messages. Words can mean many things, and what we intend to say is not always what others hear. This is especially true of "online communication" where others do not have the opportunity to see your "body language" or hear your tone; therefore, they have a greater possibility of misunderstanding what you truly mean.

*It is important to review your postings before sending*

Please, follow the guidelines listed below in all of your online responses and discussion

- Respect all who are participating in this learning community by:
  - Honoring their right to their opinions
  - Respecting the right of each person to disagree with others
  - Responding honestly but thoughtfully and respectfully using language which others will not consider foul or abusive
  - Always signing your name to any contribution, you choose to make
  - Respecting your own privacy and the privacy of others by not revealing information which you deem private and which you feel might embarrass you or others
  - Being constructive in your responses to others in the class
  - Being prepared to clarify statements which might be misunderstood or misinterpreted by others

### **Special Note about Anger**

Do not send messages written in anger. You will almost always be regretful.

- Do not send messages that are written all in upper case; this is viewed as SHOUTING
  - This is considered aggressive and considered very bad behavior.

### **Office Hours and Course Questions**

Electronic mail can be effective for many types of communication. What should you do if you are having a problem with some aspect of the course? First, you should check your syllabus and course schedule. If need be, please contact your instructor within scheduled office hours to speak on the phone or to schedule an in-person virtual meeting (*must schedule 24hr prior*) to discuss. Email is the best way to schedule a proposed meeting as the instructor is not always in the office during "office hours."

The instructor will check emails and answer questions during the office hours listed at the beginning of the syllabus. If you email after that time you may not get a response until the next office hours. Emails sent after office hours on Friday will not be responded to until Monday office hours, do not leave questions until right before an assignment is due.

## Teaching Practices

- As UNLV Hospitality College faculty members we aim to create a positive learning environment for our students to help them learn effectively and develop into hospitality and tourism professionals. We will:
- Treat students with respect and with integrity and develop and maintain professional relationships with students based upon their best interests;
- Be consistent by setting and maintaining expectations and pace of work for all students;
- Manage student behavior and classroom incidents fairly, sensitively and consistently, using rewards and sanctions sensibly;
- Prepare our subjects thoroughly and keep up to date with subject content and pedagogy to help students learn and apply;
- Present issues and subject content from a holistic viewpoint;
- Encourage learners to think critically and creatively and to move beyond knowledge acquisition and textbook learning;
- Apply good principles of assessment and provide students with timely feedback on their progress;
- Consider student feedback, and use it to improve our teaching, and the learning and attainment of our students;
- Communicate clearly, making skillful use of a variety of media to interact productively with students on an individual or collective basis
- Seek to use a range of teaching strategies and resources to cater for the needs of different students and varied learning styles;
- Establish standards of behavior, timekeeping and professionalism to ensure a classroom environment most conducive to learning;
- Reflect on and act to improve our own professional practice, contribute to our own professional development, and engage in lifelong learning.

## University Policies

- [University Policies](#)
- [Hospitality Student Handbook \(PDF\)](#)