

**VALENCIA COLLEGE**  
**COURSE SYLLABUS**  
**Security Issues in the Hospitality Industry**  
**Spring 2019 (201920)**

**PROFESSOR:** Rick de Treville, CPP  
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**COURSE: HFT2630 SECURITY ISSUES IN THE HOSPITALITY INDUSTRY**

This course provides students with an in-depth understanding of hospitality security's "best practices". It teaches how to apply these successful concepts in today's hotel, resort, restaurant, and retail workplaces. Students will learn to understand the role of management in loss prevention; how to recognize criminal activity, reduce liability exposure, and develop lodging, restaurant and commercial business security programs that will reduce, deter, and displace crime. Active killer and terrorism awareness basics.

**CRN:** 24772

**Credit:** 3 hrs.

**Prerequisite(s):** None

**Textbook:** None

**Meeting place and time:** West Campus Building 9 Room 127, Thursdays 2:00pm to 4:50pm

**COURSE OUTCOMES:**

**Students will be able to:**

- Evaluate the contents of the security program of a business
- Assess the leadership and performance effectiveness of a business security program
- Implement successful security controls that will protect a business/campus from loss
- Analyze and understand the implications of civil liability/negligence
- Implement practices that will lessen/mitigate liability exposure
- Respond properly in an "Active Shooter/Killer" situation
- Be able to diagnose signs of terrorist activities
- Locate/analyze/assess the security vulnerabilities in commercial businesses

**EDUCATIONAL MATERIALS:** None required

**ASSESSMENT METHODS & EVALUATION**

Calculation of Final Grade

**Course Organization:**

This course will be divided into four categories that will comprise the final grade.

|  |      |
|--|------|
| <input type="checkbox"/> Two Progress Tests.....                   | 40%  |
| <input type="checkbox"/> Final Exam.....                           | 30%  |
| <input type="checkbox"/> Term Project.....                         | 20%  |
| <input type="checkbox"/> <u>Classroom Participation/Attendance</u> | 10%  |
|  | 100% |

**Type of Final:** No Scantron needed

**General Grading Scale:**

|             |
|-------------|
| A: 90-100   |
| B: 80-89    |
| C: 70-79    |
| D: 60-69    |
| F: 60-below |

**NO-SHOW PROCEDURE:**

Any student who does not attend class by January 17, 2019 will be withdrawn by the instructor as a no-show. This will count as an attempt in the class and students will be liable for tuition. If your plans have changed and you will not be attending this class, please withdraw yourself through your Atlas account during the drop period for part of this term.

## **CLASSROOM POLICIES, ATTENDANCE:**

### **Expected Student Conduct:**

Valencia College is dedicated, not only to the advancement of knowledge and learning, but is concerned with the development of responsible personal and social conduct. By enrolling at Valencia College, a student assumes the responsibility of becoming familiar with and abiding by the general rules of conduct. The primary responsibility for managing the classroom environment rests with the faculty. Students who engage in any prohibited or unlawful acts that result in disruption of a classroom or Valencia's rules may lead to disciplinary action up to and including expulsion from Valencia. Disciplinary action could include; being withdrawn from class, disciplinary warning, probation, suspension, expulsion or other appropriate and authorized actions. You will find the student code of conduct in the current Policy & Procedures Manual at <http://www.valenciacollege.edu/generalcounsel/>.

### **Attendance:**

Punctual and regular attendance is mandatory in this course. Students are responsible for all material covered in class. Valencia's attendance policy is that a student will be present for all class meetings. If a student exceeds 3 absences during the semester, their average will be deducted 2 points for each additional absence.

### **No show withdrawal:**

Valencia policy is that any student that does not come to class during our first two meetings will be withdrawn. The policy can be located at the following link:

<http://catalog.valenciacollege.edu/academicpoliciesprocedures/classattendance>

Attendance will account for 10% of the course grade. Aside from being required to actively participate in class and be a positive influence on the rest of the students, you will be graded on your attendance in the following manner:

0-2 absences = 100% for the attendance grade

3-3+ absences = 0% for the attendance grade, resulting in a reduction of one letter grade

4+ absences = 0% for attendance, resulting in possible withdraw or an F in the course

Two partial attendances are counted as an absence; e.g. two tardy days equals one absence. A partial attendance is defined as arriving tardy, leaving early, or not being an active participant in the class session. Leaving after a test is counted as full absence. There are no excused absences from my class. I reserve the right to withdraw or fail a student due to excessive absences, normally viewed as 4 or more.

### **Email Policy:**

Students must have an active Atlas account. Students must check their Atlas e-mails regularly as to not miss any important messages from the professor. Missed messages via Atlas or any other medium (in-class, etc.) may affect your grade and are the responsibility of the student.

### **Make-up Exams:**

Make-up exams will only be given in emergency situations provided the instructor is notified in advance (prior to the absence). Upon approval of your absence, the exam will be placed in the testing center. Exams must be made up the day before the next class meeting. Any test missed will have an adverse effect on your grade, and make-up test will not be given unless approved by the professor prior to the date of the scheduled test. Notify me by e-mailing my e-mail address provided in the syllabus, or call my office number and leave a voice message if I am not available. If you arrive more than 10 minutes late to class, the day of a test or exam, 10 points will be taken off your test score.

### **Homework and Quizzes:**

Homework and quizzes cannot be made up. If a student is absent, it is his/her responsibility to contact a class member, obtain the assignment and come to the next class meeting prepared. If a student is absent the day of a quiz, they will receive a zero. Late projects will be penalized 5 points per calendar day late.

### **Academic Honesty:**

Each student is expected to do his or her own work, unless otherwise specified. Cheating will not be tolerated and will result in an automatic "zero" on that exam or assignment.

For obvious reasons, **cell phones will not be permitted** to be used as calculators or for any other reasons **during exams**. Anyone accessing their phone during an exam will receive an automatic zero for that exam. Students may not leave the classroom for any reason during exams.

### **Student Technology in the Classroom:**

I understand there are many good reasons to have laptops, mobile phones, and other wireless communication devices. Many of us have work and family responsibilities that sometimes cannot wait until the end of class.

Recognizing that it may be necessary on occasion to communicate with others during class, please do not text, email, surf, talk, or anything else while class is in session. Feel free to leave the classroom for a moment to take care of any necessary communications. If I find you are "surfing the web" and are not engaged in the class, I may ask you to put your electronic device away for the remainder of the class session and/or semester.

Florida is a "two consent" state concerning recording conversations. Students may not record their instructors, either in conversation or in class, without their consent. If you want to record a classroom conversation, you must first receive permission from everyone in the room.

### **Academic Accommodations:**

"Students with disabilities who qualify for academic accommodations must provide a Notification to Instructor (NTI) form from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities. See the appropriate office for more information:

- East Campus Bldg. 5, Rm. 216 Ph: 407-582-2229 Fax: 407-582-8908 TTY: 407-582-1222
- West Campus SSB, Rm. 102 Ph: 407-582-1523 Fax: 407-582-1326 TTY: 407-582-1222
- Osceola Campus Bldg. 1, Rm. 140A Ph: 407-582-4167 Fax: 407-582-4804 TTY: 407-582-1222
- Winter Park Campus Bldg. 1, Rm. 212 Ph: 407-582-6887 Fax: 407-582-6841 TTY: 407-582-1222

### **Student Assistance Program:**

Valencia College is interested in making sure all our students have a rewarding and successful college experience. To that purpose, Valencia students can get immediate help with issues dealing with stress, anxiety, depression, adjustment difficulties, substance abuse, time management as well as relationship problems dealing with school, home or work. BayCare Behavioral Health Student Assistance program (SAP) services are free to all Valencia students and available 24 hours a day by calling (800) 878-5470. This number is also located on the back of your Valencia Student ID. Free face to face counseling is also available.

### **Withdrawal Policy Deadline:**

The withdrawal deadline for this semester is **November 10, 2017**. A student who withdraws from class before the established deadline for a particular term will receive a grade of "W". A student is not permitted to withdraw after the withdrawal deadline. After this date, the grade assigned will be based on the student's academic achievement in class and the actual work completed.

## **WITHDRAWAL**

Per Valencia Policy 4-07 (Academic Progress, Course Attendance and Grades, and Withdrawals), a student who withdraws from class before the established deadline for a particular term will receive a grade of "W". A student is not permitted to withdraw after the withdrawal deadline. **See Important Dates for the Withdrawal Deadline for the part of term of this course.** A student who is withdrawn by faculty for violation of the class attendance policy will receive a grade of "W". Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of "F". For a complete policy and procedure overview on Valencia Policy 6Hx28:4-07, please go to: <http://valenciacollege.edu/generalcounsel/policy/>.

See College calendar for important dates and final exam schedule at <http://valenciacollege.edu/calendar>

**MAKE-UP POLICY:** Student must contact the professor and make arrangements to have makeup work completed prior to the next class.

**STANDARDS OF CLASSROOM CONDUCT:** Valencia College is dedicated to the advancement of knowledge and learning and to the development of responsible personal and social conduct. By enrolling at Valencia College, a student assumes the responsibility for becoming familiar with and abiding by the general rules of conduct as listed in 6Hx28: 8-03 and the Student Handbook. Even though Faculty manage the classroom environment, the primary responsibility for maintaining a respectful and civil learning environment rests with the students. Students who violate the Student Code of Conduct may be referred to the Dean of Student's Office for disciplinary action, which may result in a sanction up to and including expulsion. <http://valenciacollege.edu/generalcounsel/policy>

**ACADEMIC HONESTY:** Each student is required to follow Valencia policy regarding academic honesty. All work submitted by students is expected to be the result of the student's individual thoughts, research, and self-expression unless the assignment specifically states "group project." Any act of academic dishonesty will be handled in accordance with Valencia policy as set forth in the Student Handbook and Catalog.]

**COLLEGE POLICIES:** A full description of all College policies can be found in the College Catalog at <http://valenciacollege.edu/catalog/> ; Policy Manual at <http://www.valenciacollege.edu/generalcounsel/> ; and the Student Handbook at <http://valenciacollege.edu/studentdev/CampusInformationServices>

### **Institutional Core Competencies:**

The following Valencia Student Competencies will be reinforced throughout the entire course:

- **THINK** – Analyze data, ideas, patterns, principles, and perspectives employing facts, formulas and procedures of the discipline.
- **VALUE** – Distinguish among personal, ethical, aesthetic, cultural, and scientific values evaluating your own and others values from a global perspective in the process of learning the discipline.
- **COMMUNICATE** – Identify your own strengths and need for improvement as a communicator employing methods of communication appropriate to your audience and purposefully evaluate the effectiveness of your own and others communication.
- **ACT** – Apply disciplinary knowledge, skills, and values to educational and career goals acting effectively and appropriately in various personal and professional settings responding also to changing circumstances.

**DISCLAIMER:** Changes in this syllabus, schedule, and or college policy may be made at any time during the course per instructor discretion. Students are responsible for staying abreast of these changes.

# Course Schedule

Spring 2019

Class Meeting Day/Time: Thursdays, 2:00pm to 4:50pm

Classroom: WC09-127

| <u>Week</u> | <u>Date</u> | <u>Assignment Topic</u>   | <u>Text Chapters</u> | <u>Test/ Due Dates</u> |
|-------------|-------------|---|----------------------|------------------------|
| 1           | Jan 10      | Review syllabus/course content and expectations incl. term project. Learn "Fundamentals of Oral Presentation", with individual student presentations. | NA                   |                        |
| 2           | Jan 17      | "Crime Prevention Through Environmental Design" defined and explained. How CPTED is applied.  |                      |                        |
| 3           | Jan 24      | Protect/control a property's perimeter. Parking lot security. Lighting. Develop natural surveillance.   |                      |                        |
| 4           | Jan 31      | Learn how hotel criminals operate. (Jail interview video.) Physical security applications.  |                      |                        |
| 5           | Feb 7       | Internal (employee) theft prevention. Cyber-security basics.  |                      | <b>Test 1</b>          |
| 6           | Feb 14      | Understanding and use of CCTV. Internal theft (cont.) Beverage control, receiving fraud, scams  |                      |                        |
| 7           | Feb 21      | Risk management, civil liability, negligence, background checks, State/federal criminal history   |                      |                        |
| 8           | Feb 28      | Premises Liability. Sample lawsuits. How to develop a Training Evaluation Test.   |                      |                        |
| 9           | Mar 7       | <b>Field trip</b> to local resort. Presentations by resort's security staff.  |                      |                        |
| 10          | Mar 21      | Life-Safety issues; fire response, evacuations, CPR overview, handling hazardous waste  |                      |                        |
| 11          | Mar 28      | Special event security. Coordination with other departments and outside agencies.   |                      | <b>Test 2</b>          |
| 12          | Apr 4       | Security officer basics; dealing with disruptive persons. Customer service. Security officer licensing and training.                                  |                      |                        |
| 13          | Apr 11      | "Active Shooter" case studies and best practices.   |                      |                        |
| 14          | Apr 18      | Understanding terrorist activities; awareness and coordination. Term Projects Presented   |                      |                        |
| 15          | Apr 25      | Term Projects Presented. Final Exam   |                      | <b>Final Exam</b>      |
|             |             |   |                      |                        |