**HOSPITALITY AND TOURISM MANAGEMENT**

**VALENCIA COLLEGE**

**HOSPITALITY MANAGEMENT**

**HFT 2210**

**SPRING 2017**

**ONLINE**

**PROFESSOR**

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1. **Course Description**

This course offers students an overview of the most recognized leadership theories and practices within the hospitality industry. The class will provide students the tools to become a more effective manager, one that is service and people oriented. Human capital is at the center of the course, and students are given tools to learn how to work effectively with peers, supervisors, and subordinates.

1. **Course Objectives**
* Illustrate the changing nature of leadership and management
* Quality service overview
* How to create high performing teams
* Embracing diversity in the workforce
* Career Planning
1. **Required Text**

***Leadership and Management in the Hospitality Industry:* Robert H Woods, Judy Z. King, 3rd editions, 2010 American Hotel & Lodging Educational Institute, MI**

1. **Course Organization and Grading**

Progress Evaluations (11 Tests)……………………………… 30%

Final Exam ……………………………………………………… 10%

Interview Project …………………………………………………10%

Video Project ……………..………………………………….… 10%

Online Assignments…..……………………………………….. 40%

1. **Grading Scale:**

A 90-100

B 80-89

C 70-79

D 60-69

F Below 60

1. **Class Schedule**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Week** | **Start Date** | **Due/Closing****Date** | **Subject** | **Text Chapter** | **Notes/Tests** |
|  |  |  |  |  |  |
| **1** | 1/9 | 1/16 | WELCOME  |  | **Review of Syllabus** |
|  |  |  |  |  |  |
| **2** | 1/16 | 1/23 | Managing Organizational Change | Chapter 1  |  |
|  |  |  |  |  |  |
| **3** | 1/23 | 1/30 | The Changing Nature of Leadership and Management | Chapter 2 |  |
|  |  |  |  |  |  |
| **4** | 1/30 | 2/6 | The Quest for Quality | Chapter 3  |  |
|  |  |  |  |  |  |
| **5** | 2/6 | 2/13 | Continuous Improvement- Process and Tools | Chapter 4 |  |
|  |  |  |  |  |  |
| **6** | 2/13 | 2/20 | Power and Empowerment | Chapter 5 |  |
|  |  |  |  |  |  |
| **7** | 2/20 | 2/27 | Communication Skills | Chapter 6 |  |
|  |  |  |  |  |  |
| **8** | 2/27 | 3/6 | Goal-Setting, Coaching, and Conflict Management Skills | Chapter 7 |  |
|  |  |  |  |  |  |
| **9** | 3/6 | 3/13 | **LEADER INTERVIEWS DUE**High Performance Teams | Chapter 8 | **INTERVIEW PROJECT DUE** |
|  |  |  |  |  |  |
| **10** | 3/13 | 3/19 | **SPRING BREAK** |  | **ENJOY!** |
|  |  |  |  |  |  |
| **11** | 3/20 | 3/27 | The Challenge of Diversity | Chapter 9 |  |
|  |  |  |  |  |  |
| **12** | 3/27 | 4/3 | Strategic Career Planning | Chapter 10 |  |
|  |  |  |  |  |  |
| **13** | 4/3 | 4/10 | **WHAT DOES IT MEAN TO LEAD** |  | **VIDEO PROJECT DUE** |
|  |  |  |  |  |  |
| **14** | 4/17 | 4/24 | Ethics | Chapter 11 |  |
|  |  |  |  |  |  |
| **15** | 4/17 | 4/25 | **FINAL EXAM** |  | **FINAL EXAM** |
|  |  |  |  |  |  |
| **16** |  |  |  |  |  |

**CLASSROOM POLICIES:**

**Service Level Agreement**

**Online Course Attendance and Participation Policy:**

As an online class, students gain the flexibility to work at their own pace and on their own schedule. Still, the following should be considered to successfully complete this course:

* Student’s attendance and participation will be taken by verifying student’s completion of class work, activities, tests and discussion posts as required by the schedule. Students are responsible for being prepared, reading the materials, and **completing the assigned work on time**. Those who fail to complete the work, and miss more than 20% of class workload, or for 2 consecutive weeks will be reported to the department as absent, and may be dropped from the class without notice.
* Work load for the class will be delivered in weekly modules, and students are expected to: cover all materials, read the corresponding chapters, complete test, and submit assignments.
* Since there is no set class time, deadlines are firm and will **NOT BE CHANGED** under any circumstance. **There are no exceptions or extensions to complete any of the tests, activities, or modules**. Students should manage their time wisely, and be responsible to complete the assignments when they are due or zero credit will be awarded for missed work.

Student grades are awarded on quality, so it is expected that students submit assignments of quality and substance. Assignments that show no control of the course material will not receive credit as it is expected that students understand and cover the material to make informed opinions.

**Expected Student Conduct:**

**Students are expected to be prepared**. The materials, activities and schedule will be delivered to the student on the first week through the syllabus and general information or special announcements will be posted on blackboard accordingly.

**Students are expected to participate during class** and to deliver activities and assignments listed on the class schedule **ON TIME**. Failure to come prepared or to deliver the activities and assignments required for class will result in a grade deduction at the discretion of the professor.

Valencia Community College is dedicated, not only to the advancement of knowledge and learning, but the development of responsible personal and social conduct. By enrolling at Valencia Community College, a **student assumes responsibility of becoming familiar with and abiding by the general rules of conduct dictated by the College**. The primary responsibility for managing the classroom environment rests within the faculty, thus the professor is responsible for monitoring and administering discipline according to the College’s guidelines. **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 College**. Disciplinary action can include: being withdrawn from class, disciplinary warning, probation, suspension, expulsion and/or other appropriate and authorized actions. You will find the student code of conduct in the current Valencia Student handbook.

**Make-up Exams & Assignments:**

**THERE ARE NO MAKE UP EXAMS OR EXTENSIONS ON ASSIGNMENTS**. Any test or assignment missed will have an adverse effect on the student’s grade. It is left at the discretion of the professor to seek alternative methods to complete evaluation of a student if a test is missed by **extraordinary and documented** circumstances.

**Homework and Projects:**

**Homework and projects cannot be made up**. **If a student fails to turn in an assignment on time, she/he will receive a zero**. Late projects under extraordinary and documented circumstances will be accepted at the discretion of the professor, and will have a deduction on the final grade regardless of the reason, if submitted late.

**Class assignments, extra credits, exam reviews etc. are at the discretion of the professor.**

**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.**

**Plagiarism of materials or work for any assignment is unacceptable** and will result in immediate withdraw of the student from class, as well as disciplinary action administered by the department which may include expulsion from the college.

**Academic Accommodations:**

Students with disabilities who qualify for academic accommodations must provide a letter 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 for more information visit Valencia College West Campus SSB 102, or call the OSD office at ext. 1523.

**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 through 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:**

The withdrawal policy date for the semester is **\_\_March 31, 2017 \_\_**. If a student withdrawals before the date, they will receive a “W”. After this date, the grade assigned will be based on the student’s academic achievement in class and the actual work completed.

**Extra Credit Policy**

Extra Credit assignments, if offered, will be designed to extend the material learned in class. Extra Credit assignments will never be made available to a single individual student without being extended to the entire class. Due dates for extra credit will be strictly enforced, late extra credit will receive no grade regardless of the reason for being late.

**Disclaimer:**

Changes in this syllabus, schedule, and or college policy may be made at any time during the course per professor’s discretion. Students are responsible for staying abreast of these changes. The professor will do his best to notify all students with fair notice during class and by email. However, if the changes are due to emergency circumstances students may receive very short notice.