

Introduction to Hospitality HFT1000

VALENCIA COMMUNITY COLLEGE

Introduction to Hospitality

HFT 1000

A 3 College Credit Hour Course

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I. COURSE DESCRIPTION

The purpose of this course is to familiarize the dimensions, scale and career opportunities of the hospitality industry. The course gives an overview of fourteen key areas essential to understanding this fast paced industry. The course also gives an overview of management techniques used in the industry today.

II. COURSE OBJECTIVES

At the successful completion of this course, students should be able to:

1. Outline the history of the development of the hospitality industry
2. Describe the aspects of tourism
3. Outline the traditional organizational chart for each segment of the industry
4. Define key industry terms
5. Give an overview of the hotel and restaurant business
6. Discuss leisure and recreation markets in the industry
7. Explain elements of a successful Human Resources Program
8. Discuss current ethical issues facing the industry today
9. Participate in class project to enhance and broaden the student's knowledge of a hospitality corporation

III. CREDIT HOURS

3 Hours

IV. COURSE ORGANIZATION

This course is divided into 5 major categories, which will make up the final grade. The categories and their worth in relation to the final grade are as follows:

Participation / Attendance	10%
Progress Tests (4)	40%
Professional Development Project	20%
Final Exam	<u>10%</u>
Total	100%

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V. TEXT

Introduction to Hospitality, John Walker, 6th Edition, Person, ISBN 9780132814652

WEST CAMPUS BOOKSTORE

Building 1, Room 142A

407-582-1471

Building 2, Room 121

407-582-1168

Monday – Thursday: 7:30 am to 6:30 pm

Friday: 7:30 am to 3 pm

VI. GENERAL GRADING SCALE

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	Below 60

VII. PROJECT 20% OF GRADE

In our industry leaders often have to submit research and proposals to their executive committees. Each student will choose a company for the project by the 3rd schedule class date to research. The purpose of the project is research a company in the hospitality industry that you may be interested in working for and write a (3) page research paper on it. The paper will include historical information, company overview, current leadership, corporate mission, latest news, and a description of the products and services they offer. You will also need to explain why you want to work for your chosen organization. Each paper will include a cover page and works cited page with your project. Check course schedule for due date.

Late projects will not be accepted for credit.

VIII. PROFESSIONAL DEVELOPMENT 20% OF GRADE

Students will be required to submit a professional cover letter and resume as part of their professional development in this course. In addition, each student will be asked to create a LinkedIn account that highlights his or her educational and professional experience.

IX. STUDENT PARTICIPATION / ATTENDANCE 10% OF GRADE

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:

0-1	absence	= 100% for the attendance grade
2	absences	= 50% for the attendance grade
3-3+	absences	= 0% for the attendance grade

Punctual and regular attendance is mandatory in this course. More than three absences during the semester without permission from the Professor will have an adverse affect on your final grade earned in the course. Three partial attendances count as an absence. A partial attendance is defined as arriving tardy, leaving early, or not being an active participant in the class session. Additionally, do not be late the day of tests or final exam. Students are responsible for all materials covered in class. If you stop attending class and do not speak to the professor you are in jeopardy of failing the course. I reserve the right to withdraw or fail a student due to excessive absences, normally viewed as 4 or more.

X. TESTS 40% OF GRADE / FINAL EXAM 10% OF GRADE

There will be (4) tests given throughout the semester as follows:

- TEST # 1 Chapters 1 – 4 (10% OF GRADE)
- TEST # 2 Chapters 5 – 8 (10% OF GRADE)
- TEST # 3 Chapters 9 – 12 (10% OF GRADE)
- TEST # 4 Chapters 13 – 17 (10% OF GRADE)

FINAL EXAM will be comprehensive and include material from all chapters reviewed. (10% OF GRADE)

Any test missed will have an effect on your final grade, and make-up tests will not be given unless approved by the Professor prior to the date of the scheduled test.

MAKE-UP EXAMS:

Make-up exams will be given only for emergency situations provided the instructor is notified in advance. Upon your absence and its approval, the exam will be placed in the testing center. Exams must be taken prior to the beginning of the next class. Any test missing will have an adverse affect on your grade.

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Notification of having to miss a test should be made by phone and followed up with an email. If I am unavailable please leave a message. All tests will be taken on a green scantron form and requires a #2 pencil.

TESTING CENTER INFORMATION

Building 11, Room 142
PHONE: 407-582-1323

HOURS:

Monday – Thursday: 8 am – 9 pm

Friday: 8 am – 12 pm

Saturday: 9 am – 2 pm

Sunday: Closed

XI. OTHER

A course outline, with the scheduled dates inclusive of tests is attached for your information.

This schedule is tentative and may be changed with notice given to the class. Although tentative, this schedule must be followed in order to complete the proposed course work.

XII. WITHDRAWAL POLICY:

Conditions That Apply to a First or, Second Attempt:

On or Before the Withdrawal Deadline

During a first attempt or a second attempt in the same course, if you withdraw, or are withdrawn by the professor for excessive absences or other reasons, on or before the Withdrawal Deadline, you will receive a *W* (Withdrawn). You will not receive credit for the course, and the *W* will not be calculated in your grade point average. If the enrollment is in a college-level or vocational credit course, the enrollment will count in your total attempts in the specific course. If the enrollment is in a college-preparatory course, the enrollment will not count in your total attempts in the specific course.

After the Withdrawal Deadline:

During a first attempt or, second attempt in the same course, if you request to withdraw, or if you are withdrawn by the professor for excessive absences or other reasons, after the withdrawal deadline, your professor will assign you a withdrawal grade based upon your academic achievement in the class as of your last date of attendance, as follows:

WP: If you are passing, as of your last date of attendance, you will receive a *WP*

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(Withdrawn Passing). You will not receive credit for the course and the *WP* will not be calculated in your grade point average; however, the enrollment will count in your total attempts in the specific course.

WF: If you are not passing as of your last date of attendance, you will receive a *WF* (Withdrawn Failing). You will not receive credit for the course; the *WF* will be calculated as an *F* (Failing) in your grade point average; and the enrollment will count in your total attempts in the specific course.

In any situation in which you receive a *WP* or a *WF*, the previously-stated conditions will apply.

If you do not withdraw and fail to take the required final examination, the professor will assign you a *WF* (Withdrawn Failing).

If you receive an (Incomplete) and complete the required course work during the ensuing session, the professor will change your grade from *I* to the appropriate grade (A-F). If you receive an "I", you may withdraw from the class in the ensuing session. If you withdraw, the professor will change your grade from *I* to *WP* (Withdrawn Passing) or *WF* (Withdrawn Failing) based on your completed course work.

If you receive an "I" (Incomplete) and do not withdraw and do not complete the required course work during the ensuing session, you will receive an *F*.

Student Technology in the Classroom:

Mobile Communication Devices

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.

Disclaimer

The schedule, procedures, and assignments are subject to change in the event of extenuating circumstances. However, any such change will be clearly announced. Such changes are designed to deal with unforeseen circumstances that arise during the course. The changes will be intended to benefit the student and will not significantly add to the rigor of the course.

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COURSE SCHEDULE

<u>Week</u>	<u>Date</u>	<u>Assignment Topic</u>	<u>Chapter</u>
1	01/8/14	Review Course Introduction to Hospitality	1
2	01/15/14	The Hotel Business Rooms Division Operations	2 3
3	01/22/14	Food and Beverage Operations Review for Test #1	4
4	01/29/14	Test: Chapters 1-4 Guest Speaker: TBD	
5	02/05/14	Beverages The Restaurant Business	5 6
7	02/12/14	Restaurant Operations Managed Services	7 8
8	02/19/14	Test: Chapters 5-8 Guest Speaker: TBD	
9	02/26/14	Tourism Recreation, Attractions, & Clubs	9 10
10	03/05/14	Spring Break No Classes	
11	03/12/14	Gaming Meetings	11 12
12	03/19/14	Test: Chapters 9-12 Cover Letter /Resumes / LinkedIn Due	
13	03/26/14	Hilton Orlando Tour	
14	04/02/14	Special Events Leadership & Management	13 14
15	04/09/14	Test: Chapters 13-14 Guest Speaker: TBD	
16	04/16/14	Course Review / Projects Due	
17	04/23/14	FINAL EXAM: Chapters 1-14	