Course Syllabus: CUL 1010 Hospitality Management

Term:

Instructor:
Office:
Office Phone:
Home Phone:
E-Mail:
Office Hours: Should these hours not be convenient to your schedule, please contact me for an appointment.

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It is the student’s responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

COURSE DESCRIPTION

An introduction to the hospitality industry and the chef as supervisor and manager. Topics include the organization of industry segments, services provided by the lodging, food and beverage industry, career opportunities, principles of supervision, communication, motivation, total quality, leadership, training, and team performance.

COURSE OUTCOMES: Upon successful completion of CUL 1010 students will:

- Describe the various segments of the hospitality industry, and explain how they are organized.
- Discuss the various management styles and explain when each may be appropriate.
➢ Describe the concept of total quality and its relationship to customer service.

➢ Explain the legal issues regarding discrimination and sexual harassment.

**COURSE COMPETENCIES**

➢ Define hospitality and the philosophy of the hospitality industry

➢ Identify and explain the contributions of various leading culinarians in the hospitality industry

➢ Discuss industry trends as they relate to career opportunities and the overall future of the industry

➢ Outline the organizational structure and functional areas of various hospitality industry segments and the career opportunities associated with each

➢ Describe the process of management through effective communication and how it relates to varying leadership styles

➢ Explain the potential outcomes of any customer service transaction

➢ Discuss the concept of employee empowerment and it impact on quality customer service

➢ Explain the supervisor’s role in decision making and problem solving

➢ Prepare an effective resume using the format provided

➢ Compare different methods of employee evaluation including employee termination

➢ Discuss the legal issues related to managerial decisions

➢ Given a culinary or hospitality industry topic to research, execute a clear, well-organized document.

➢ Given a culinary or hospitality problem or topic, locate, evaluate and use multiple sources of information
TEXTBOOK

Please be advised that this is a custom text and can only be purchased from the Nashville State Bookstore.

GRADING CRITERIA

10%  Attendance and class participation
30%  Term Project
20%  Quizzes – see course schedule
20%  Mid-Term Exam – see course schedule
20%  Final Exam – see course schedule

Mid-term and final exams will be comprehensive in nature with the format being primarily short answer type questions. Each will be graded to a value of 100 points. You and your classmates determine amount and degree of exam review.

Quizzes will cover material discussed at intervals and will be similarly formatted to the exams – graded to a value of 20 points.

Make up quizzes and exams will only be arranged if you have given the instructor prior notice that you would be unable to attend a regularly scheduled testing date. You will be responsible for arranging a suitable time to make up the test which is convenient to your instructor.

GRADING SCALE

A = 90 – 100%
B = 80 – 89
C = 70 – 79
D = 60 - 69
F = below 60

ATTENDANCE POLICY

A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor.
Absences in a course may affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student’s final grade. Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor’s course policy.

FA = failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
FN = failure, never attended class (unofficial withdrawal)

ADA POLICY

Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Student Disabilities Office at 353.3721.

CLASS MISCONDUCT AND PROCEDURES

Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College. Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.). Please be aware that children are not allowed in class or unattended on campus.

Academic Dishonesty

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an
exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor’s permission, allowing someone else to copy or use your work, using someone else’s work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member’s signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an “F” or a “Zero” for the exercise, paper, or examination or to assign an “F” for the course. Students may appeal through the appropriate college grade appeal procedures.

**Inclement Weather Policy**

In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

**NOTE:** This syllabus is meant simply as a guide and overview of the course. Some items are subject to change or may be revised at the instructor’s discretion. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.