Nashville State Community College
School of Business & Professional Studies
Hospitality Management
Master Course Syllabus
7-week Term
HMGT 1030-Introduction to Hospitality

The purpose of the syllabus is to tell you how the course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the semester, you will be notified.

Course Information:

Course Title: Introduction to Hospitality
Credits: 3
Class Hours: Online

Course Description:

This course provides an orientation to the hospitality industry. This includes an introduction to the structure of lodging food service, and tourism organizations, the role of lodging departments, the future of the industry and career opportunities.

Instructor Information:

Name: Thom Druffel
Email: thomas.druffel@nascc.edu
Office Phone:
Cell Phone: 615-456-2379
Office Location: Southeast Campus, Room 1460
Office Hours: Upon Request by email or cell phone text
Instructor Zoom Room link: https://nscc-edu.zoom.us/j/9626548926

Course Delivery Method
Online: Course is fully online (asynchronous) and has no scheduled on-campus meeting requirements.

Required Textbook(s) & Other Materials:
Textbook(s): Walker, John R. Introduction to Hospitality 7th Ed.
ISBN: 13:9780133762761
Access Code: Revel Link is embedded in the D2L Shell

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the [bookstore's website](https://www.bkstr.com/nsccstore/shop/textbooks-and-course-materials) using your A# or by entering your course information. If you are registered with the Access Center and need an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nscc.edu.

Digital Course Materials: These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit www.nscc.edu/dcm.

Honors Option: Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

Course Outcomes:
Upon successful completion of this course, students should be able to:
1. Understand the various segments and disciplines in the hospitality industry.
2. Expand knowledge of the hospitality industry and how all sub-segments work together.
3. Highlight basic working knowledge of hotels, restaurants, bars, cruise ships, airlines.
4. Understand overall career options and the skills associated with career pathways.

Course Competencies:
The following are detailed course competencies intended to support the course outcomes:
1. Define hospitality and the philosophy of the hospitality industry
2. Discuss industry trends as they relate to career opportunities and the overall future of the industry
3. Outline the organizational structure and functional areas of various hospitality industry segments and the career opportunities associated with each
4. Describe the process of management through effective communication and how it relates to varying leadership styles
5. Explain the potential outcomes of any customer service transaction
6. Discuss the concept of employee empowerment and it impact on quality customer service

The following are general education competencies intended to support the course outcomes:
1. Know how to locate, evaluate, and use information sources.
2. Use critical thinking skills.
3. Apply scientific thought processes to a range of situations.

Topics to Be Covered:
• **S**trategic implementation of trends and practices throughout the hospitality industry.

Course Assessments:

The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills:

Chapter Assignments- 60%
Discussions-10%
Final- 30%

Grading Policy:

A grade of "C" or above must be earned in culinary and hospitality prerequisite courses to meet requirements for enrollment in subsequent courses. A grade of "C" or above in all hospitality management courses must be earned prior to graduation.

Grading Scale:

Letter Grade	Percentage Range
A	90-100
B	80-89
C	70-79
D	60-69
F	59-below

FA

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the "Last Day to Earn F for Attendance (FA)." If you stop attending your course after this date, you will receive an F.

FN

An FN is awarded if you have never attended your course or done any of the work in an online course.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

You are expected to take all quizzes and exams (theory & production) at the scheduled time. Make up quizzes will be given at the instructor's discretion. Without prior arrangements, no makeup exams will be given.

Attendance Policy

General Policy

- *Absences in a course may affect your final grade.*
- *Tardiness may also affect your final grade.*

- *You are responsible for all work/tests that occur during any missed course session(s) regardless of reason(s) for absence.*
- *If you are not well enough to attend a course session (class), you must notify the instructor as soon as possible before the scheduled course time.*
    - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*
- *If you have an unavoidable conflict with a scheduled course session, you must notify the instructor before the course session.*
    - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*

Instructor's Policy

The attendance policy for this course is:

For financial aid purposes, **attendance** is measured by participation in the course. Instructors can determine your level of participation in several ways. Some of those ways are:
- continued attendance
- participation in on-ground or virtual class sessions
- participating in D2L as prompted
- responding to an instructor's email
- posting to a discussion board
- completing and submitting assignments

Technology Statement

- All classes at the College are web enhanced.
- It will be essential for students to have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- Students may also be required to use free video conferencing platforms (ex: Zoom, Teams) for classes and meetings.
- Students will be responsible for appropriate dress while on video, to ensure a distraction free environment (mute sound as needed) and to ensure their background is neutral for others to view.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information available: https://www.nscc.edu/current-students/student-online-resources/access-to-internet-and-technology.
- Certain publisher materials may not work on cellphones.

Computer Labs

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is your responsibility to check your email in **both** D2L/NS Online course shells and your @my.nscc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nscc.edu emails contain important information from college offices, such as Financial Aid.

ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nscc.edu.

Classroom Misconduct

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 measures. Please review the Nashville State Student Code of Conduct policy. Please be aware that children are not allowed in class or to be left unattended on campus.

Academic Misconduct

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the Academic Misconduct Policy in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied 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.

Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nscc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: https://www.getrave.com/login/nscc. The instructions for this are listed below.

- Your RAVE Username is your NSCC email address.

- If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you.
- Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- Free tutoring provides assistance beyond the classroom to help you make the most of your college education.
- These resources include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- Services that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

Equity Statement

Nashville State Community College strives to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We understand and practice ideals of equity and inclusion for our students by embracing a full spectrum of experiences, viewpoints, and intellectual approaches in order to overcome barriers to success.

Inclement Weather & Campus Closings

You get notices about campus closings in these places: text messages from RAVE and www.nscc.edu. Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Class Cancellation Policy

Our instructors post messages about cancelling classes in the D2L/NSOnline course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.