

## Introduction to Hospitality Syllabus (HAMG 1321)



**Credit:** 3 semester credit hours (3 hours lecture, 0 hours lab)

**Prerequisite/Co-requisite:** None

### Course Description

This course provides an introduction to the elements of the Hospitality industry.

### Required Textbook and Material

1. Introduction to Management in the Hospitality Industry 10<sup>th</sup> edition, publisher, Wiley ISBN 978-0-470-39974-3 (Chapters 1 to 14 only)

### Course Objectives

Upon completion of this course, the student will be able to:

1. Explain the elements of the hospitality industry.(SCANS:C5.4, C7.4, F6.4)
2. Discuss current issues facing food service; discuss current guest needs; and explain general hotel/motel operations.(SCANS:F6.4,F12.4)
3. Explain and discuss the role of service in the hospitality industry.(SCANS:C5.4, C7.4, F6.4)

### SCANS Skills and Competencies

Beginning in the late 1980's, the U.S. Department of Labor Secretary's Commission on Achieving Necessary Skills (SCANS) conducted extensive research and interviews with business owners, union leaders, supervisors, and laborers in a wide variety of work settings to determine what knowledge workers needed in order to perform well on a job. In 1991 the Commission announced its findings in *What Work Requires in Schools*. In its research, the Commission determined that "workplace know-how" consists of two elements: foundation skills and workplace competencies.

### Course Outline

1. Introduction: Hospitality and Tourism Today:
  - a. A [Career](#) Overview
2. Foundations
  - a. Hospitality Foundations I: Early Development of the Industry.
  - b. Hospitality Foundations II: Development of the Industry in the United States.
3. Food and Beverage Perspectives
  - a. The Dimensions of Food and Beverage.
  - b. Food and Beverage Facilities.
  - c. Food and Beverage Operations.
4. Lodging Perspectives
  - a. The Dimensions of Lodging.

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- b. Lodging Facilities.
- c. Lodging Operations.
- 5. Hospitality Management Perspectives
  - a. Hospitality Operations Management.
- 6. Travel and Tourism Perspectives
  - a. The Dimensions of Travel and Tourism.
  - b. Travel Services.
  - c. Recreation, Entertainment, and Other Tourism Attractions.
- 7. Future Perspectives
  - a. Hospitality and Tourism Tomorrow: An Issues Overview.

**Grade Scale**

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

**Course Evaluation**

Final grades will be calculated according to the following criteria:

- |  |     |
|--|-----|
| 1. 3-4 Unit Tests                            | 15% |
| 2. Final Exam                                | 10% |
| 3. Course Assignments and Special Functions. | 50% |
| 4. Course Projects                           | 25% |

**Course Requirements**

- 1. Be able to discuss the foundations of the Hospitality Industry from early history to present day
- 2. Be able discuss the dimensions of the food and beverage, lodging, and travel .
- 3. Be able to discuss the operational management of the hospitality industry.

**Course Policies**

- 1. No late assignments will be accepted.
- 2. Tests. Students that miss a test are not allowed to make up the test. Students that miss a test will receive a grade of '0'.
- 3. If you wish to drop a course, the student is responsible for initiating and completing the drop process. If you stop attending class and fail to drop the course, you will earn an 'F' in the course.
- 4. As instructor I maintain the right to maintain and govern my class
- 5. If you need to talk to me please call 409-363-9218.

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6. Assignments are due on the date specified. If it is not turned in on time I reserve the right not to grade or remove 10 points per late class day
7. The instructor has the right to add other policies that may be appropriate as needed
8. Other class assignments may be added to your assignments as they come up.

### **Disabilities Statement**

The Americans with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the office in Student Services, Cecil Beeson Building.

### **Course Schedule**

<b>Week</b>	<b>Topic</b>	<b>Reference</b>
1	Introduction: Hospitality Industry and you. A <a href="#">Career</a> Overview	pp 2-35
2	FOUNDATION: Forces affecting Growth and change	pp 36-64
3	Food Service: Restaurant Business.	pp 65-105
4	Restaurant Operations The Dimensions of Food and Beverage. Exam Ch 1-3	pp 106-131
5.	Restaurant Industry Organization	pp 132-166
6.	Competitive Forces in Food Service	pp 168-193
7.	On-Site Food Service	pp 194-236
8.	Issues Facing Food Service	pp 238-270
9.	Lodging	pp 271-307
10.	Hotel and Lodging Operations	pp 310-348
11.	Forces shaping the Hotel Business	pp 350-383
12.	Competition in the Lodging Business	pp 386-423
13.	Tourism	pp 426-457
14.	Destinations: Tourism Generators	pp 426-508

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**Contact Information:**

**Instructor:** Vinod Khatri.  
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**E-mail:** Blackboard E-mail  
**Office Hours:** Posted at the office door or by Appointment.