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

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
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.

Approved 01/2013
b. Lodging Facilities.
c. Lodging Operations.
5. Hospitality Management Perspectives
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

**Grade Scale**

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90 – 100</td>
<td>A</td>
</tr>
<tr>
<td>80 – 89</td>
<td>B</td>
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<tr>
<td>70 – 79</td>
<td>C</td>
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<tr>
<td>60 – 69</td>
<td>D</td>
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<tr>
<td>0 – 59</td>
<td>F</td>
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**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

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

Instructor: Vinod Khatri.
Office: MPC 215
Telephone: (409) 363-9218
E-mail: Blackboard E-mail
Office Hours: Posted at the office door or by Appointment.