

Fall 2015

HRT 2000

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University of New Orleans

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Lester E. Kabacoff
School of Hotel, Restaurant and Tourism Administration

Course title and number: HRT 2000 – Introduction to Hotel,
Restaurant and Tourism (Fall 2015)

Day/Time/Place of class meeting: T/TH 9:30-10:45am KH 209

Instructor's Name: Dr. Yvette Green
Office: KH 463
Phone: 280-6820
Email: ygreen@uno.edu
Office Hours: T/TH 11:00 – 12:15pm

Course Description:

A comprehensive survey of the lodging, foodservice and travel industries emphasizing their historical development and current trends by examining the social, economic, technological, and geographic factors contributing to their evolution. Basic operating principles and industry concepts and terms are stressed.

Student Learning Objectives:

As a result of this course, students should be able to:

- ◆ Provide an overview of the hospitality industry and its different segments.
- ◆ Understand the many career opportunities available in the hospitality industry.
- ◆ Exhibit a fundamental knowledge of hotel, restaurant, and travel operations.
- ◆ Be familiar with the language and “jargon” of the hospitality industry.
- ◆ Understand trends and articulate a global perspective on industry issues that will impact the industry's future.
- ◆ Possess an accurate picture of the hospitality industry in order to make “all-important” career decisions.

Required Text

Introduction to Hospitality, 6/E, John R. Walker; Pearson Higher Ed; ISBN-10: 013281465X • ISBN-13: 9780132814652

Course Prerequisites:

None

Requirements for Graduate Credit:

None

Topic Areas:

- Guest service/customer service
- Lodging history/types of lodging
- Lodging operations
- Restaurant history/types of foodservice
- Foodservice operations
- Tourism and types of tourism

Assessment & Grading

Syllabus Quiz	30
Weekly Quizzes	130
Attendance	100
Assignments	100
Exam 1	150
Exam 2	150
Exam 3	150
Exam 4	150
Total	960

Grading Scale:

90.0% - 100%	=	A	60.0% - 69.99%	=	D
80.0% - 89.99%	=	B	59.99% – and below	=	F
70.0% - 79.99%	=	C			

Attendance Policy and Time Commitment:

Students are required to log in daily to receive updates and information on the course. All assignments and examinations will have specific instructions including due dates and times.

Attendance will be recorded for each class. Attendance will be taken at the beginning and end of each class. Students should be punctual to all classes, and it is mandatory that you are on time when a guest speaker is scheduled. Tardiness is very distracting to guest speakers, the teacher, and students. Therefore, tardiness will result in ½ attendance or .5 points deducted from an attendance day. You are responsible for any changes to the syllabus or schedule that is discussed in class whether you are in attendance or not. Changes will be announced in class and sent electronically to all students.

Attendance Criteria

The grading scale is as follows:

0 - 3 absences/tardies=	100 points
3.1 – 5.0 absences/tardies=	50 points
5.1 or more absences/tardies=	0 points

It is your responsibility to ensure that your name is on the attendance sheet if you are present in class by the end of the class period. If you have not signed the roll by the end of class for that day, you will not receive credit after class or at a later date.

Statement of Accommodations for Students with Disabilities:

It is University policy to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in course activities or to meet course requirements. Students with disabilities should contact the Office of Disability Services as well as their instructors to discuss their individual needs for accommodations. For more information, please go to <http://www.ods.uno.edu>.

Sexual Harassment Policy:

Purpose: To reaffirm the University's policy against sexual harassment in any and all areas of the University environment. Harassment on the basis of sex is a violation of Section 703 of Title VII of the Civil Rights Act of 1964. Additionally, sexual harassment subverts the mission of the University. It is necessary, therefore, to prohibit such behavior to protect both the individuals involved and the University.

General Policy: Sexual harassment is unacceptable behavior and will not be tolerated. Sexual harassment is a violation of state and federal law. Sexual harassment has a negative impact on the functioning of the University. Consequently, all members of the University community must be sensitive to the possibility of sexual harassment whether intended or inadvertent. Individuals must recognize this potential and act to prevent it. When sexual harassment has occurred, the University shall take effective and expeditious action.

Individuals in supervisory positions must be aware of their role as agents of the University and shall make every effort to censure such behavior when it occurs. Any member of the University community who is informed of a possible incident of sexual harassment shall make the informer aware of the existence of the University's policy and procedures.

All members of the University community must learn to recognize sexual harassment when it occurs and should be aware of the policy and procedures which govern the handling of allegations of sexual harassment fairly and expeditiously. Since those who may be subjected to sexual harassment may experience disruption in their work or academic environment and may fear retaliation and public notoriety, investigative procedures must protect their privacy as much as possible.

The University's Sexual Harassment Policy is available online via the UNO webpage (www.uno.edu).

Assignment Submission/Late Submission Policy:

Assignments are due on the date and times noted on each assignment posted. **Late assignments will not be accepted. Please be aware that e-mailed assignments will not be accepted. Assignments can only be turned on their due dates and posted to Moodle.**

Weekly Chapter Quizzes

Students will take a weekly chapter quizzes on Moodle. These chapter quizzes will open and close during the posted dates in the syllabus. The lowest grade from ONE quiz will be dropped when calculating the final grade.

You should complete all coursework (including quizzes and exams) alone. Students suspected of cheating on any examination will receive an F on the quiz and may face harsher penalties. There are no opportunities for make-up quizzes.

***Take the quizzes using Firefox as your browser, and you should not encounter any problems. All computers on campus have Firefox installed.**

***Not completing a quiz because you are experiencing computer difficulties is not acceptable. You will receive a 0 if you do not complete the quiz. No make ups will be given!**

***Please do not take the quiz from your cell phone, IPAD, or other device that may cause you to experience difficulties while taking the exam. You will not be allowed to retake the exam.**

Quiz Directions:

Each quiz will be administered through Moodle. The following are directions for taking your quizzes:

- 1) The quizzes will take place in Moodle. Weekly quizzes will be available to students beginning on Mondays at 9am and closing on Friday at 5pm. The questions may be multiple choice, true or false, fill-in-the-blank, essay, drag-and-drop, or matching.
- 2) Each quiz is a timed examination. Students are given time to complete the quiz based on number of questions. Please refer to the exam directions for each exam. A time elapsed clock will be displayed at the top of the screen. **Please monitor your testing time. Please keep in mind that I have access to your testing beginning and completion time. The exam will end after the allotted time, and you will not receive credit for any questions that you did not complete. If you exceed the time for any reason, Moodle may delete your attempt, and you will receive a ZERO! Do not exceed the exam time!**
- 3) Each quiz/examination must be completed at the time of log in. The exam cannot be resumed later. **Do not log out and log back in to an exam or quiz for any reason. Moodle may give you a zero and delete your attempt.**
- 4) One question will appear on a page at a time. You must click on each question and answer each question until you reach the end of the quiz/exam. You can save the question and your answers and continue without submitting your exam to be scored

which is highly recommended. Please review the Moodle exam screen for the number of questions that will appear. It is your responsibility to answer all questions, or you will not receive credit for the questions that you did not complete.

5) At the completion of the final question, click the submit button. This will submit your examination for grading. It is your responsibility to be certain that your exam was properly submitted and graded. You should check Moodle immediately after an exam to be certain that your grade was recorded in your grade book. IF you notice that your grade was not properly posted, please contact me immediately.

6) Moodle does not allow you to open other computer programs or click out of the quiz/exam. Close all other computer programs (except Moodle) while taking your examination. If not, you may be locked out of the exam and receive a 0.

7) You are expected to complete the examination, quizzes, and all assignments individually. Any collaboration constitutes academic dishonesty; and you will receive an "F" in the course.

Examination Policies:

There will be four examinations during the course. Examinations will be conducted in class on a specified date. **No exam will be dropped for the purpose of calculating the final grade.** **All examinations will include all materials presented up until the date of the exam.** **Everything is fair game for each respective exam.** There are no opportunities for make-up examinations.

Cheating will result, at a minimal, in an F on the assignment/examination. There is the possibility of harsher punishment for cheating.

Your name must appear on your scantron or 5 points will be deducted from the exam grade.

Blue Scantrons and #2 pencils (available in the UNO Bookstore) are required for all tests and quizzes. No dirty, ripped, torn, or unusable Scantrons will be accepted and will result in a letter grade deduction if the scantron is not graded due to the above reasons. On exam days, students should arrive to class on time and prepared. No technology is allowed during class and particularly during exams. Any students with visible technology during an exam will be dismissed and will receive a 0 on the exam. Students will be required to remove hats during exams. Once the first exam is turned in, no students will be allowed to take the exam. There are no opportunities for make-up examinations. No exam will be dropped for the purpose of calculating the final grade.

Examination Directions:

The following are directions for taking your exams:

- 1) Print and sign your name on the examination.

- 2) Place your exam number on your scantron form in the upper left-hand corner.
- 3) Make sure to bubble in your name on the scantron form.
- 4) Read the questions carefully and place the appropriate response on the scantron form. Return this exam with your scantron form.
- 5) Upon the receipt of the first examination completed by a student, latecomers will not be allowed to take the examination. There are no exceptions.
- 6) Academic dishonesty will not be tolerated. Students suspected of cheating on this examination will receive an automatic F on the exam. There is the possibility of harsher punishment for cheating.

University Policy on Academic Integrity:

Academic integrity is fundamental to the process of learning and evaluating academic performance. Academic dishonesty will not be tolerated. Academic dishonesty includes, but is not limited to, the following: cheating, plagiarism, tampering with academic records and examinations, falsifying identity, and being an accessory to acts of academic dishonesty. Refer to the Student Code of Conduct for further information. The Code is available online at <http://www.studentaffairs.uno.edu>.

Harassment and Discrimination Policy:

The University of New Orleans is a multicultural community composed of diverse students, faculty, and staff. A fundamental principle of the University of New Orleans is that there be an environment of mutual tolerance and respect, which is free of hostility toward, discrimination against, or harassment of any person based on race, color, religion, sex, disability, national origin, age, sexual orientation, marital or veteran status, or any other status protected by law. Every member of the university community is held strictly accountable for his or her behavior with regard to this standard. The Policy is available online via the UNO webpage (www.uno.edu).

Communication via E-mail

Important course information will be sent to students by email. To that end, all students are required to have a valid UNO email address. You are responsible for ensuring that your UNO email address is set up AND that you can receive messages. Please make sure that your mailbox is not full or you may not receive messages sent to the class.

The instructor will respond to all inquiries, questions, and other electronic correspondence within a timely, but not necessarily immediate, manner. All email messages from the instructor will be sent to the student's UNO email address.

When communicating with the professor via email, students should do the following or you **will not** receive a response from the instructor: supply your name, course number, nature of your

communication, appropriate salutation (Dear Dr. Green), use appropriate grammar (no slang), end with a salutation (Thank you, sincerely, etc..), and sign your name. I do not respond to anonymous communication. Please refrain from using inappropriate language in your communication. This is disrespectful to the professor.

Course Expectations

- Reading assignments are required in preparation for class assessments. Students are urged to make notes as they read each chapter.
- Students will use the Moodle class site and the course textbook together as tools for the course. Students will be responsible for the materials within all these tools.
- When communicating with the professor via email, students should do the following: supply name, class, date and time of communication, nature of communication, and an email address. Please refrain from using inappropriate language in your communication. This is disrespectful to the professor. I will respond in a timely fashion to all communication. I do not respond to anonymous communication. Students will address email with a salutation (Dear Dr. Green), end with a salutation (Thank you, sincerely, etc..), and sign your name.
- Students are expected to treat faculty, graduate assistants, and fellow students in our class with respect. Any actions/comments that distract the class from the work at hand will not be tolerated.

Classroom Etiquette:

During **class** time, students **are** expected to:

- 1) Arrive to class on time
- 2) Remain in class until class is dismissed and not pack bags prior to dismissal
- 3) Refrain from reading non-class related materials, **including text-messages on cell phones**
- 4) Refrain from working on another class assignment
- 5) Refrain from writing personal notes to other students
- 6) Give the instructor their undivided attention.
- 7) Refrain from participating in personal conversations with other students, orally, in writing, or by text-messaging
- 8) Remain visibly awake, and
- 9) **Turn off all electronic devices including cell phones and laptop computers.**

Classroom Protocol

All pagers, cell phones, laptops, music players, and other electronic devices must be turned off in the classroom, or you will be dismissed from class with no attendance credit for the day! No cell phone usage will be allowed in the classroom once class begins, or you will be dismissed with no attendance credit for the day. Students who exhibit other disruptive behavior such as sleeping, studying or working on other assignments for other classes, reading the newspaper, working/playing games on laptops, and carrying on distracting conversations with neighbors will be dismissed from the classroom. If a student is dismissed from class, no attendance credit will be received for that class.

HRT 2000 Introduction to HRT Administration Fall 2015 Schedule

Date	Readings	Activities Due
Thursday 8/20	Review Syllabus	
Tuesday 8/25	HRT Curriculum	
Thursday, 8/27	Chapter 1	
Tuesday, 9/1	Chapter 1	
Thursday, 9/3	Chapter 9	
Tuesday, 9/8	Chapter 9	
Thursday, 9/10	Customer Service	
Friday, 9/11		Assignment 1 Due
Tuesday, 9/15	Exam 1 (HRT Curr, Customer Service, Chaps 1, 9)	
Thursday, 9/17	Chapter 2	
Tuesday, 9/22	Chapter 2	
Thursday, 9/24	Chapter 3	
Tuesday, 9/29	Chapter 3	
Thursday, 10/1	Chapter 4	
Tuesday, 10/6	Chapter 4	
Thursday, 10/8	Exam 2 (Chaps 2-4)	
Friday, 10/9		Assignment 2 Due
Tuesday, 10/13	Chapter 5	
Thursday, 10/15	Fall Break	
Tuesday, 10/20	Chapter 5	
Thursday, 10/22	Chapter 6	
Tuesday, 10/27	Chapter 6	
Thursday, 10/29	Chapter 7	
Tuesday, 11/3	Chapter 7	
Thursday, 11/5	Chapter 8	
Friday, 11/6		Assignment 3 Due
Tuesday, 11/10	Exam 3 (Chapters 5-8)	
Thursday, 11/12	Chapter 10	
Tuesday, 11/17	Chapter 10	
Thursday, 11/19	Chapter 11	
Tuesday, 11/24	Chapter 11	
Thursday, 11/26	Thanksgiving Break	
Tuesday, 12/1	Chapters 12	
Thursday, 12/3	Chapters 13	Last Day of Class
Friday, 12/4		Assignment 4 Due
Thursday, Dec 10th: 10 am – 12 p.m.	Exam 4 Chapters 10-13	

Assignment Due Dates

All assignment are due in Moodle by 5pm on the due dates listed below:

Date	Activities Due
Friday, 9/11	Assignment 1 Due
Friday, 10/9	Assignment 2 Due
Friday, 11/6	Assignment 3 Due
Friday, 12/4	Assignment 4 Due

Weekly Quiz Dates

All Chapter Quizzes will open at 9am and close at 5pm in Moodle on the dates listed below:

Quiz Open Date @ 9am	Quiz Close Date @ 5pm	Activities Due
Monday, 8/24	Friday, 8/28	Chapter 1 quiz
Monday, 8/31	Friday, 9/4	Chapter 9 quiz
Monday, 9/7	Friday, 9/11	Customer Service quiz
Monday, 9/14	Friday, 9/18	Chapter 2 quiz
Monday, 9/21	Friday, 9/25	Chapter 3 quiz
Monday, 9/28	Friday, 10/2	Chapter 4 quiz
Monday, 10/12	Friday, 10/16	Chapter 5 quiz
Monday, 10/19	Friday, 10/23	Chapter 6 quiz
Monday, 10/26	Friday, 10/30	Chapter 7 quiz
Monday, 11/2	Friday, 11/6	Chapter 8 quiz
Monday, 11/9	Friday, 11/13	Chapter 10 quiz
Monday, 11/16	Friday, 11/20	Chapter 11 quiz
Monday, 11/23	Friday, 11/27	Chapter 12 quiz
Monday, 11/30	Friday, 12/4	Chapter 13 quiz

Exam Schedule

All Exam will take place on class on the dates below:

Date	Readings
Tuesday, 9/15	Exam 1 (HRT Curr, Customer Service, Chaps 1, 9)
Thursday, 10/8	Exam 2 (Chaps 2-4)
Tuesday, 11/10	Exam 3 (Chapters 5-8)
Thursday, Dec 10 th : 10 am – 12 p.m.	Exam 4 (Chapters 10-13)

Changes to Class Schedule

The instructor may make changes to the syllabus since unforeseen events may occur. You are responsible for any changes that are announced. Check Moodle and your email regularly for any class changes.

Assignment Descriptions:

Each assignment will have a specific description. All assignment descriptions will be posted to Moodle. Students must follow the description and submit all assignments via Moodle. Emailed assignments to the professor will not be accepted.

Cell Phone Penalty Policy:

Students who are caught using cell phones (calls, texting, any usage at all) during class will receive a 1% point penalty off of the final grade. There is a 1% point penalty for each offense.

For example: Your final grade is 80% at the end of the semester and you have been caught using your cell phone twice in class – your new final grade for the semester after the penalty will be 78%. This means your grade went from a B to a C just for using your cell phone. Ask yourself – is it worth it?!

Responsibility of Due Dates:

All due dates for assessments will be provided to students. It is the responsibility of the student to adhere to all due dates. There are no make up opportunities for missed assignments, quizzes or exams. Please place due dates in a planner, a calendar, or whatever other means necessary to remember important dates. It is the student responsibility to remember these dates. Lastly, as part of your syllabus quiz you agree to adhere to this policy and all other policies outlined in the syllabus.

Let's have a great semester!