

Fall 2015

## HRT 3017

Kim Williams  
*University of New Orleans*

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**Lester E. Kabacoff**  
**School of Hotel, Restaurant, and Tourism Administration**  
**HRT 3017-476 Service Organization Management in Hospitality**  
**Fall 2015**

**Day/Time/Place:** Internet

**Instructor's Name:** Dr. Kim Williams

**Office:** KH 462

**Phone:** 280-5503

**Email:** khwilli3@uno.edu

**Office Hours:** Monday 8 – 12 p.m.

Tuesday & Thursday 8:30 a.m. – 9:30 a.m.

### **Course Description**

Principles and practices of service management as applied to the hospitality firm. Emphasis will be upon the human resource component of the organization as well as the practical application of theoretical concepts.

### **Student Learning Objectives**

At the completion of this course, students should be able to:

- Know the meaning, the origin, and the progression of guest service
- Relate guest service to each major area of the hospitality industry including Food, Beverages, Lodging, Events, Travel and Tourism, and Casinos
- Explore problem-solving techniques, quality tools and assessments, staffing, marketing, and strategic planning to institute and manage guest service in the hospitality industry.

### **Topics**

- Introduction, History, and Basics of Guest Service
- Relating Service to the Sectors of the Hospitality Industry
- Assessment and Planning

### **Required Text**

**Guest Service in the Hospitality Industry by Paul Bagdan. (2013). Publisher: Wiley.**  
**ISBN: 978-1-118-07180-9**

## **Grading Scale:**

**A: 520-468 points    B: 467-416 points    C: 415-364 points    D: 363-312    F: 311-0**

**\*Grades/points ARE NOT rounded when calculating grades/final grade.**

## **Learning Resources**

Key terms, definitions, and PowerPoint slides can be found for each chapter in Moodle or by using the following link:

<http://bcs.wiley.com/he-bcs/Books?action=index&itemId=1118071808&bcsId=7617>

## **Communication via E-mail**

At times, important course information may 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. Most electronic communications will be answered within 72 hours. All email messages from the instructor will be sent to the student's UNO email address.

In any correspondence you send, please 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. Williams), and appropriate use of grammar (no slang).

## **Changes to Syllabus/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 UNO email daily for any class changes.

## **Online Course Statement:**

HRT 3017 – Fall 2015 Sec. 476 is an online course. By registering for this class, students have agreed to the basic premise of having reliable computer and internet capability. Students are **REQUIRED** to activate their UNO email account and have Moodle access. The professor will only send information via UNO email and UNO Moodle. Students understand that all examinations and assignments will be conducted via Moodle. If you have any trouble setting up/accessing your account, please call (504)280-HELP.

### **Online Attendance Policy and Time Commitment:**

Students are required to log in daily to receive information on the course. Class assignments and examinations will be conducted from Wednesday, August 19, 2015 until Friday, December 11, 2015. All assignments and examinations will have specific instructions including due dates and times.

### **Online Course Student Expectations:**

*To have a smooth and successful experience in this distance learning course, I understand the following to be my responsibilities throughout the semester:*

- *to read the syllabus closely and check for class updates regularly on Moodle.*
- *to keep up with assignments/exams which are due as posted in the Syllabus.*
- *to NOT turn in late assignments as these will not be accepted.*
- *to realize due dates posted in Moodle are **final** dates.*
- *to receive and send email using only my @uno.edu email address.*
- to ensure that my mailbox is not full so I can receive messages @uno.edu account.*
- *to read or be familiar with the student honesty policy and abide by it.*
- *to ensure that I have the necessary technology to take this course.*
- *to realize computers differ and Internet connections may be more reliable at some hours than others.*

### ***If my personal computer performs poorly:***

- *to use another computer connected to the Internet with Firefox, or*
- *use a computer in a computer lab on any one of UNO's campuses that have Firefox installed.*
- call 280-HELP if you can encounter any problems with your email or computer during exams.*

### **Make-up Exam Policy and Late Submissions**

*It is your responsibility to adhere to exam and assignment dates and times on page 8 of the syllabus. NO late assignments will be accepted. NO makeup exams will be administered. **If you miss a quiz or exam, you will not have the opportunity to review a quiz or exam to prepare for future exams or the final exam.** Do not contact or email other students to review their quizzes or exams.*

## *Assessment & Grading*

<b>Quiz/Exam/Assignment</b>	<b>Point Value</b>
Quiz on Syllabus/Moodle Usage (Extra Credit)	10*
Weekly Quizzes (13 quizzes @ 10 points each, lowest quiz grade will be dropped)	120
Exam 1	100
Exam 2	100
Exam 3	100
Exam 4	100
<b>*Lowest Exam grade of Exams 1-4 will be dropped. The final exam is required!</b>	
Required Comprehensive Final Exam	100
<b>Total Points</b>	<b>520</b>

### **\*Quiz on Syllabus/Moodle Usage (Extra Credit)**

Read the entire syllabus and complete the quiz in Moodle. The syllabus is a contract which you agree to abide by. You must complete the quiz and agree that you have read the syllabus in its entirety. If you do not complete the quiz, you must still abide by the guidelines and due dates set forth in the syllabus.

### **Weekly Quizzes**

Each week, a weekly quiz will be available in Moodle in the tab that corresponds to the assigned readings for the week. See the due dates and times on page 8 of this syllabus.

### **Examination Policy**

There will be one comprehensive final exam during the course. The final exam is worth 100 points. The final exam WILL NOT be dropped for the purpose of 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 examinations.**

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

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

**\*Do not take the exam 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, Exam, and Final Exam Directions:

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

- 1) The final examination will take place in Moodle. The exam will be available to the students on the specified day for a period of 48 hours. However, weekly quizzes open on Monday at 9:00 a.m. and close on Friday at 9:00 a.m. The questions may be multiple choice, true or false, fill-in-the-blank, essay, drag-and-drop, or matching.
- 2) Each quiz/exam is a timed examination. Students are given approximately 20 minutes - 2 hours to complete the quiz/examination (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. **There is no backtracking.** 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; **HOWEVER, YOU DO NOT HAVE THE ABILITY TO GO BACK TO A QUESTION ONCE YOU PROCEED TO THE NEXT QUESTION.** 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. **There is no backtracking during quizzes/exams. Once you answer a question and proceed to the next question, you will not have the opportunity to go back. Sending an email to me during an exam to change an answer will not be counted. Please review your answers before proceeding to the next quiz/exam question.**
- 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, you must immediately contact me before the exam ends. Failure to do so will result in a 0 on the exam. There are no opportunities for make-ups!
- 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.

8) Exams will be available to review for a period of 72 hours. Only the question and your mark will be shown during the review period. This is intended to be a learning experience! **I WILL NOT PROVIDE THE ANSWERS TO EXAM QUESTIONS! If you notice any discrepancies, please email me the question number, why you think your answer is correct, and the page number in the textbook to support your answer.** I will review your exam and make an adjustment if warranted. The tests will not be available for review or for grade adjustments/challenges after that period.

### **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 member 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](http://www.uno.edu)).

### **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](http://www.uno.edu)).

### **Online Courses Student Verification Procedures**

To ensure academic integrity, all students enrolled in distance learning courses at the University of New Orleans may be required to participate in additional student identification procedures. At the discretion of the faculty member teaching the course, these measures may include on-campus proctored examinations, off-site or online proctored examinations, or other reasonable measures to ensure student identity. Authentication measures for this course are identified below (none applicable) and any fees associated are the responsibility of the student.

# HRT 3017 Service Organization Management in Hospitality Fall 2015 Course Schedule

## Weekly Quiz Dates in Moodle & Chapter Readings

Quiz Available in Moodle at 9:00 a.m. on:	Quiz Closes In Moodle at 9:00 a.m. on:	Assigned Quiz Chapter & PowerPoint Slides in Course Documents
August 19	August 30	Review Syllabus , <b>Syllabus Quiz, Chapter 1</b>
August 31	September 6	Chapter 2
September 7	September 13	Chapter 3
September 14	September 20	<b>Chapter 4 &amp; Exam 1</b>
September 21	September 27	Chapter 5
September 28	October 4	Chapter 6
October 5	October 11	<b>Midterm Exam 2</b>
October 12	October 18	Chapter 7
October 19	October 25	Chapter 8
October 26	November 1	Chapter 9
November 2	November 8	<b>Chapter 10 &amp; Exam 3</b>
November 9	November 15	Chapter 11
November 16	November 22	Chapter 12
November 23	December 4	<b>Exam 4</b>
November 30	December 4	Chapter 13
December 7	December 9	<b>Final Exam Chapters 1-13</b>

## Exam Schedule Dates & Times

Exam Available in Moodle at 9:00 a.m. on:	Exam Closes in Moodle at 9:00 a.m. on:	Test and Chapters Covered
<b>August 19</b>	<b>August 30</b>	<b>Syllabus Quiz</b>
<b>September 14</b>	<b>September 20</b>	<b>Exam 1 Chapters 1-3</b>
<b>October 5</b>	<b>October 11</b>	<b>Exam 2 Chapters 4-6</b>
<b>November 2</b>	<b>November 8</b>	<b>Exam 3 Chapters 7-9</b>
<b>November 23</b>	<b>December 4</b>	<b>Exam 4 Chapters 10-12</b>
<b>December 7</b>	<b>December 9</b>	<b>Final Exam Chapters 1-13</b>