

GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

**TOUR 450—Hospitality Human Resource Management (3)
Spring 2012**

DAY/TIME:	Tuesday/Thursday 9:00-10:15am	LOCATION:	PWC – BRH 247
PROFESSOR:	Dr. Danielle Dimitrov	EMAIL ADDRESS:	ddimitr2@gmu.edu
OFFICE HOURS:	By appointment	PHONE NUMBER:	703-993-2060 (department)

PREREQUISITES
PRLS 410

COURSE DESCRIPTION

Reviews concepts and methods related to the achievement of strategic business goals through employee recruitment, training and development.

COURSE OBJECTIVES

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

- 1) explain the role of human resource managers in a the hospitality environment;
- 2) articulate the influence of employment laws;
- 3) assess staffing needs;
- 4) identify recruitment strategies;
- 5) prepare training programs
- 6) develop compensation strategies;
- 7) identify workplace health and safety standards; and
- 8) explain the nature of organized labor unions

COURSE OVERVIEW

Instructional techniques include: lectures, readings, class activities, homework assignments, a semester project, a midterm, and a final examination. This course is Blackboard based for announcements and additional material provided by the professor.

NATURE OF COURSE DELIVERY

Face to face

REQUIRED READINGS

Ninemeier, J., & Hayes, D. (2009). *Human resource management in hospitality*. John Wiley and Sons.

Publication Manual of the American Psychological Association (6th ed.). (2010). Washington DC: APA.

EVALUATION

This course will be graded on a percentage system, with a total of 100 possible percentage points.

Attendance and Participation	Only three absences per semester shall be excused. Please notify the instructor in advance. More than 5 absences will result in grade discount (accounting for 6% of the total 13% for this category). Participation in this class is strongly required as this will contribute to the quality of the class and your benefits from it (accounts for 7% of the grade category).	13
Homework and Short Assignments	TBD Each Week. No more than 16 per person per semester. 8 graded vocabulary quizzes will comprise 4% (10 attempts total) 8 graded multiple-choice quizzes will comprise 8% (10 attempts total)	12
Mid-term Exam	Closed book exam covering Chapters 1-7. Choose Two Topics to develop from a list of 5. Cite at least two sources per question (Author's name, year). Duration: 1h. 45m.- 2h. Be as detailed as possible for the time available.	25
Presentation	30 min individual in class presentation (including questions & answers/class discussion). Use of Power Point is encouraged. Please also post files on BB. Any other media can be utilized as well. Topics shall be chosen according to class material for the corresponding day. Each class's theme should be covered. by at least one presenter. Choose your own topic of interest if available.	15
Presentation Paper Project	Minimum of 7 and a maximum of 10 pages double-spaced text (including references and appendix) in APA style of writing, covering the topic your presentation or an aspect of it researched in detail. Due on Thursday, May 3 before class (9am) or prior!	10

Final Exam	Closed book Exam Covering Chapter 8-15 (excluding Ch. 14). Choose Two Questions to answer from a list of 5. Approximate length: 3 (or more) hand-written pages per question. Cite at least two sources per question (Author's name, year). Duration: 1h. 45min.- 2h.	25
TOTAL:		100

Note: Faculty reserves the right to change the requirements for these assignments. All written assignments should be submitted electronically in a Microsoft Word format.

GRADING SCALE:

A+	= 97 – 100	B+	= 87 – 89	C+	= 77 – 79	D	= 60 – 69
A	= 94 – 96	B	= 84 – 86	C	= 74 – 76	F	= 0 – 59
A-	= 90 – 93	B-	= 80 – 83	C-	= 70 – 73		

TENTATIVE COURSE SCHEDULE

WEEK	DATE	TOPIC	READINGS
1	Tuesday, January 24 Thursday, January 26	Overview of HR Management	Chapter 1
2	Tuesday, January 31 Thursday, February 2	The Legal Environment	Chapter 2
3	Tuesday, February 7 Thursday, February 9	Policies and Procedures Hyatt Reston – Property Visit and Speakers	Chapter 3
4	Tuesday, February 14 Thursday, February 16	Recruitment and Selection	Chapter 4

5	Tuesday, February 21 Thursday, February 23	First Impressions and Ethical Foundations	Chapter 5
6	Tuesday, February 28 Thursday, March 1	Planning Training Programs	Chapter 6
7	Tuesday, March 6 Thursday, March 8 Virtual Classes (Use Blackboard)	Delivering and Evaluating Training	Chapter 7 Participate in on-line discussions
	March 12-16	SPRING BREAK	
8	Tuesday, March 20 9am-11am.	Mid-Term Exam	Chapters 1-7
9	Tuesday, March 27 Thursday, March 29	Compensation Programs	Chapter 8
10	Tuesday, April 3 Thursday, April 5	Performance Management and Appraisal	Chapter 9
11	Tuesday, April 10 Thursday, April 12	Employee Health and Safety	Chapter 10
12	Tuesday, April 17 Thursday, April 19	Role of HR in Strategic Planning and Organizational Change	Chapter 11
13	Tuesday, April 24 Thursday, April 26	Critical Issues in Human Resources Management	Chapter 12
14	Tuesday, May 1 Thursday, May 3	HR: Planning for Global Expansion	Chapter 13 Paper Due
15	Tuesday, May 8 9am-11am.	Final Exam	Chapter 8-13

Note: Faculty reserves the right to alter the schedule as necessary.

Student Expectations

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://academicintegrity.gmu.edu/honorcode/>].
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/1301gen.html>].
- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.
- Students are expected to exhibit professional behaviors and dispositions at all times.

Campus Resources

- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu/>].
- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See <http://writingcenter.gmu.edu/>].
- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu>].

CORE VALUES COMMITMENT: The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles.

