Term Information

Effective Term: Autumn 2016
Previous Value: Summer 2013

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Course number is changed to 2600

What is the rationale for the proposed change(s)?
According to the faculty rule 1000 level courses cannot count towards the major. 1600 has been in place since semester conversion and the Registrar has worked with us, but it would be good to be in compliance with the faculty rule. The course content and syllabus serves better as a 2000 level course.

What are the programmatic implications of the proposed change(s)?
(e.g. program requirements to be added or removed, changes to be made in available resources, effect on other programs that use the course)?
All courses that have 1600 as a prerequisite will now have 2600 as a prerequisite.

Is approval of the request contingent upon the approval of other course or curricular program request? No

Is this a request to withdraw the course? No

General Information

Course Bulletin Listing/Subject Area: Consumer Sci: Hospitality Mgt
Fiscal Unit/Academic Org: Department of Human Sciences - D1251
College/Academic Group: Education & Human Ecology
Level/Career: Undergraduate
Course Number/Catalog: 2600
Previous Value: 1600
Course Title: Introduction to Hospitality Management
Transcript Abbreviation: Intro Hosp Mgt
Course Description: Overview of the hospitality-tourism industry. Introduction to and career exploration of various segments of the hospitality-tourism field.

Semester Credit Hours/Units: Fixed: 2

Offering Information

Length Of Course: 14 Week, 7 Week, 4 Week (May Session), 12 Week (May + Summer)
Flexibly Scheduled Course: Never
Does any section of this course have a distance education component? Yes
Is any section of the course offered Less than 50% at a distance
Grading Basis: Letter Grade
Repeatable: No
Course Components: Lecture
Grade Roster Component: Lecture
Credit Available by Exam: No
Admission Condition Course: No
Off Campus: Never
Campus of Offering: Columbus
Prerequisites and Exclusions

Prerequisites/Corequisites
Exclusions
Not open to students with credit for 230.

Cross-Listings

Cross-Listings

Subject/CIP Code

Subject/CIP Code 52.0901
Subsidy Level Baccalaureate Course
Intended Rank Freshman, Sophomore, Junior, Senior

Requirement/Elective Designation

Required for this unit’s degrees, majors, and/or minors

Course Details

Course goals or learning objectives/outcomes
• Understanding and correct use of the taxonomy and terminology of the hospitality industry
• Build awareness of the career and professional opportunities in the Hospitality business sector
• Learn the global nature and economic impacts of the hospitality industry

Content Topic List
• History of hospitality
• Tourism
• Hotel businesses: Rooms Division and Food & Beverage
• Restaurant/foodservice businesses and operations
• Managed services scope and impact
• Beverage Operations
• Recreation, Theme Parks, and Clubs
• The gaming industry
• Meetings, Conventions, and Expositions
• Special Events
• Operational Areas in the Hospitality Industry: Leadership and Management, Marketing, Human Resource Management, Accounting, Finance, and Cost Control

Attachments

• 9 Syllabus 2600 Intro Feb 11.pdf: Fall 2016 Syllabus
  (Syllabus. Owner: Bujicic, Milos)

Comments
## Workflow Information

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<thead>
<tr>
<th>Status</th>
<th>User(s)</th>
<th>Date/Time</th>
<th>Step</th>
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<td>02/11/2016 08:24 PM</td>
<td>Submitted for Approval</td>
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<tr>
<td>Approved</td>
<td>Folden Jr,H Eugene</td>
<td>02/17/2016 02:36 PM</td>
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<td>Odum,Sarah A. Zircher,Andrew Paul Warnick,Bryan R. Achterberg,Cheryl L</td>
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Hospitality Management 2600  
Introduction to Hospitality  
Fall 2016

Day:TBA            Time:TBA               Location:TBA

Instructor
Hanna Paulose  
Office: 262E Campbell Hall  
Email: paulose.1@osu.edu  
Office Hours: By appointment

Textbook:  

This book will provide information required to take quizzes and work on assignments. Additionally book can be used as a reference and provide valuable information for the development of final project and class assignments.

Course Description: Overview of the hospitality-tourism industry. Introduction to and career exploration of various segments of the hospitality-tourism field.

Relationship to other courses/Curricula: The course acts as an introduction to the thematic area of Hospitality Management. The course provides the foundations for the following courses:  
1. Hotel Systems (CSHSPMG 4800)  
2. Hotel systems laboratory (CSHSPMG 4810)  
3. Principles of food production management (CSHSPMG 2700)

Prerequisites: Not open to students with credits for 230

Course Objectives: By the end of the term the student will:

1. Understanding and correct use of the taxonomy and terminology of the hospitality industry  
2. Build awareness of the career and professional opportunities in the Hospitality business sector  
3. Learn the global nature and economic impacts of the hospitality industry

Course requirements/Evaluation:

Grading:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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<tbody>
<tr>
<td>Exams-2 at 200 points each</td>
<td>400</td>
</tr>
<tr>
<td>Final project</td>
<td>250</td>
</tr>
<tr>
<td>Attendance</td>
<td>200</td>
</tr>
<tr>
<td>In class activities (10 points each)</td>
<td>100</td>
</tr>
<tr>
<td>Pop Quizzes (10 points each, 5 in total)</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1000</strong></td>
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Final grades will be based on the OSU Standard scheme:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>93-100</td>
<td>B+</td>
<td>87-89</td>
<td>C+</td>
<td>77-79</td>
<td>D+</td>
<td>67-69</td>
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<tr>
<td>A-</td>
<td>90-92</td>
<td>B</td>
<td>83-86</td>
<td>C</td>
<td>73-76</td>
<td>D</td>
<td>60-66</td>
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<tr>
<td>B-</td>
<td>80-82</td>
<td>C-</td>
<td>70-72</td>
<td>E</td>
<td>&lt;=59%</td>
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**Late work:** Late submissions of activities without legitimate reasons or not informing the instructor beforehand will not be accepted. The grades will be lowered by a letter grade for each day after the deadline.

**Make-up exams:** Missed exams or in-class activities will not be allowed to be made-up unless PRIOR arrangements have been made with the instructor and a verifiable excuse is provided.

**Extra credit:** Opportunities are made available throughout the semester at the discretion of the instructor; No extra credit made available to individual students.

**Class Rules and Policies**

1. **Attendance:** Policy is that you attend all classes unless there is a serious reason for your absence. 200 points (20% of total points) is attributed to attendance and is counted towards final grade. This is to ensure that students do not miss out on the explanations of major concepts that will not be present in the powerpoints. **You can have a maximum of 3 unexcused absences. After that you will lose 25 points each for every unexcused absence.** If you miss any class please be responsible for getting class notes and/or handouts from a classmate or on Carmen. Instructor does not respond to individual requests for information presented in class.

2. **Electronic Devices:** No talking on cell phones, text messaging or emailing on laptops during class. Such behavior will result in you being asked to leave the room.

**Assignments and Exams**

**Online Exams:**

1. There will be 2 online exams, each worth 200 points each consisting of multiple choice, true/false and short answer questions. No class meeting on days when exams are online.
2. Bonus questions based on class readings and discussions will be available.
3. Be sure and take your exams on a trustworthy computer with a secure and strong connection.
4. If you encounter problems, please contact Carmen Help first at carmen@osu.edu or 614.688.4357 (688-HELP). They will advise you if necessary to contact the instructor.
5. Students wishing to see what questions they missed or what the correct answers are can make an appointment with the instructor to review the exam.
6. Each exam will be discussed in the class the week after the exam. There will be no response to emails about exam before the discussion session. Students who still need clarifications will be given an opportunity to sit with the instructor by appointment.

**In-class quizzes/activities**

1. There will be 10 in-class activities worth 10 points each and 5 pop- quizzes which will, obviously be unannounced. Some of the in class activities would be group and some would be individual.
2. Pop quizzes will be administrated based on the previous lecture session and would test the basic concepts covered in the lecture. So it is IMPORTANT that you review the material covered in the previous session before coming to the class.
3. The aim of the quiz or the activities is to better prepare the students for the major exams, and not to add to their work.
4. Generally, listening carefully to the lecture and participating in the class activities should be enough for students to successfully take the exam. The quizzes will be purely based on the core concepts covered in the power point slides.

Final Project

As part of the course, you are required to do a final project. The final project involves a case study of any hospitality firm. The students will work in groups of 6-7 members. You will find the details of your group on Carmen after the classes have started.

1. **Objective:** The objective of this final project is to get an insight into the happenings of the hospitality industry in reality and encourage the team-work culture, which is highly valued in the firm.

2. **Content:** The case should include the following elements.
   1. **Overview:**
      a. Type of firm: Hotel, Restaurant, Bar, Event management company etc. (It need not necessarily from the list)
      b. Operating philosophy.
      c. Location & Target consumers.
      d. Ownership: Who owns the company/how many branches or franchises?
   2. **Organizational chart:** Employees in the organization & their responsibilities
   3. **Major departments**
      a. What are the functions of each department?
      b. How are the functions of different departments coordinated?
   4. **Food Service department in detail:** For any organization that has a food service department.
      a. Structure
      b. Cycle of operation: Back end to the front end.
      c. Menu planning.
   5. **Service focus**
      a. Identify the ‘moment’s of truth’ in the business.
      b. Measures to ensure better service delivery.
   6. **Sustainability orientation**
      b. At which level do you incorporate sustainability: Every level, procurement, building construction, employee behavior etc.

You should be able to find most of the information either through the website, or by talking to the manager of the firm. I suggest you choose a firm somewhere in Columbus, so that if needed, you could go and talk to them.

3. **Presentation:** The lecture sessions on **Week 14 & 15** are dedicated to presentations. Each group will have 10 minutes to make the presentation. The presentation should be made as if the idea is presented I front of an investor who is interested in investing in your business. 10 minutes is short, so innovative use of figures, charts etc. would aid in the presentation.

4. **Short paper:** Each group should turn in an 8-10 page short paper of their business plan for evaluation. The deadline for turning in the write up is: **5th December 2015 (Wednesday) 5 PM.**

5. **Grading:** The total points for project is 250, broken down into the following components:
   1. Initial project outline : 10 points
   2. Presentation : 100 points
   3. Short paper : 100 points
4. Peer review of each other : 40 points

Communication Policies:
1. Please use your OSU email and reference the course number in the subject line. Failure to do so will result in delay in response. Please allow 1-2 business days for a reply.
2. Please write as expected in any professional correspondence. Email communication should be courteous and respectful in manner and tone. You can address me as Hanna.
3. Do not expect an immediate response via email (normally, a response will be sent within two business days). If your email question is sent at the last minute it may not be possible to send you a response before an assignment is due or a test is given.
4. Instructor does not monitor email in evenings or on weekends or holidays.
5. Please avoid using any colors other than black in your email text, for the ease of readability. (I know it sounds weird, but it is important.)

Technology Requirement:
1. All the materials for the class will be posted on the course page on Carmen, and the exam will be administered through the same page.
2. It is important for the students to have continuous access to a working computer and internet throughout the semester for effectively taking part in the course.
3. You can make use of the library computers, but it would be a good idea to make sure that you are in a comfortable environment while taking the exam.

Student Conduct and Participation:
1. Academic Misconduct: The Ohio State University’s Code of Student Conduct (Section 3335-23-04) defines academic misconduct as: “Any activity that tends to compromise the academic integrity of the University, or subvert the educational process.” Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration, copying the work of another student, and possession of unauthorized materials during an exam. Ignorance of the University’s Code of Student Conduct is never considered an excuse for academic misconduct. Please review the Code specifically the sections dealing with this issue.
2. Course Accommodations: Any student who feels s/he may need an accommodation based on the impact of a disability should contact the instructor privately. Please contact the Office for Disability Services in Room 150 Pomerene Hall to coordinate reasonable accommodations.
3. Grievances and Solving Problems: According to University policies, available from the Division of Student Affairs, if you have a problem with this class, you should first speak first with the instructor, then if necessary with the Department Chairperson, College Dean and Provost, in that order. Specific procedures are outlined in Faculty Rule 3335-7-23 which is available from the Office of Student Life, 208 Ohio Union.
4. Statement on Diversity: The Department of Consumer Science affirms the importance and value of diversity in the Student Body. Our programs and curricula reflect our multicultural society and global economy and seek to provide opportunities for students to learn more about person who are different from them. Discrimination against any individual based upon age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

Intellectual property

Course Audio and Video Recording: Video or audio recording of classes without the explicit written permission of the instructor/professor is a violation of the Code of Student Conduct or Students who wish to record their classes must first obtain written permission of the instructor/professor. Otherwise, such recording constitutes a violation of the Code of Student Conduct
**Statement of Student Rights:** “Any student with a documented disability who may require special accommodations should self-identify to the instructor as early in the semester as possible to receive effective and timely accommodations.” (http://ods.osu.edu/)

**Student Generated materials:** Any material generated by a student(s) is copyrighted. Permission must be obtained to use these materials other than the intended purpose inside the course.

**Course materials:** These materials are copyrighted and are owned by the author. Copyrights have been secured or they are considered fair use inside/for the course but this does not apply to uses outside of the course.

**Mental Health Statement:** A recent American College Health Survey found stress, sleep problems, anxiety, depression, interpersonal concerns, death of a significant other and alcohol use among the top ten health impediments to academic performance. Students experiencing personal problems or situational crises during the quarter are encouraged to contact the OSU Counseling and Consultation Services (614-292-5766; http://www.ccs.ohio-state.edu) for assistance, support and advocacy. This service is free and confidential.

**Course Schedule:**

<table>
<thead>
<tr>
<th>Week</th>
<th>Assigned Reading</th>
<th>Class Highlights</th>
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| **Week 1** 29th August  | **Introducing Hospitality & Course overview.** | 1. Personal Introduction  
2. Overview of the syllabus & the course  
**Weekly Module Objectives:**  
1. List the forms of hospitality in each time span and culture  
2. Identify the characteristics of hospitality industry  
3. Identify the major career paths in hospitality industry |
| Introduction into the hospitality and Lodging Industry Ch 1 | | |
| **Week 2** 5th September | **Labor Day** | **No Class** |
| **Week 3** 12th September | **Read Chapter 2** | 1. Lecture: Ch 2  
2. In-class activity  
**Weekly Module Objectives:**  
1. Describe hotel ownership and development  
2. Differentiate between hotel franchising and management contracts  
3. Classify hotels by type location and price  
4. Discuss the concept and growth of vacation ownership |
| The hotel Business (Ch 2) | | |
| **Week 4** 19th September | **Read Chapter 3 & 4** | 1. Lecture: Ch 3 & 4  
2. In class Activity  
**Weekly Module Objectives:**  
1. Explain the organizational chart and duties of the key executives  
2. Define the room division department and its main functions |
<table>
<thead>
<tr>
<th>Week 5</th>
<th>26th September</th>
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</thead>
<tbody>
<tr>
<td>Managed Services (Ch 8)</td>
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</table>

**Weekly module objectives:**

1. Outline the different managed services segments
2. Distinguish between managed services operations and other commercial services
3. Identify the trends in school food services.
4. Identify different food services areas and the major challenges faced in each of them

<table>
<thead>
<tr>
<th>Week 6</th>
<th>3rd October</th>
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<tbody>
<tr>
<td>The Restaurant Business (Ch 6)</td>
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</tbody>
</table>

**Weekly module objectives:**

1. Describe culinary practices and food trends
2. List the basic steps in restaurant development
3. Describe the importance of menu planning
4. Classify restaurants
5. Differentiate between chain and independent restaurants.

<table>
<thead>
<tr>
<th>Week 7</th>
<th>10th October</th>
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<tbody>
<tr>
<td>Exam 1</td>
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**Exam 1 on Carmen (Chapters: 1,2,3,4 & 8)**
- Exam available from 12.00 AM – 11.59 PM
- Make sure you leave enough time to complete the final in case of technical difficulties.
- Questions are based on readings, PowerPoint and Guest Lectures.
- Once you start the exam you must complete it. **Only one attempt allowed.**
- You have 1 hour to complete the exam.

<table>
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<th>Week 8</th>
<th>17th October</th>
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<tbody>
<tr>
<td>Restaurant Operations (Ch 7)</td>
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**Weekly module objectives:**

1. Define front and back of the house restaurant operations.
2. Explain restaurant business forecasting
3. Identify elements of an income statement
4. Name the key restaurant operation ratios.
| Week 9  | 24th October | Read Ch 9  | 1. Lecture: Ch 9  
<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Submit a one page overview of the final project</th>
<th>2. In-class activity</th>
</tr>
</thead>
</table>
|         |              | Weekly module objectives:  
|         |              | 1. Define tourism  
|         |              | 2. Identify the important tourism organizations  
|         |              | 3. Identify the major promoters & economic impact of tourism  
|         |              | 4. Understand socioeconomic impact of tourism  
|         |              | 5. Describe eco-tourism |
| Week 11 | 31st October | Read Ch 10 & 11  | 1. Lecture: Ch 10 & Ch 11  
| Recreation, Attraction and Clubs (Ch 10) & Gaming Entertainment (Ch 11) | 2. In-class Activity |
|         |              | Weekly module objectives:  
|         |              | 1. Discuss the relation between recreation and wellness.  
|         |              | 2. Explain government sponsored recreation  
|         |              | 3. Describe various types of attraction  
|         |              | 4. Identify the major US theme parks.  
|         |              | 5. Outline the history of modern casinos  
|         |              | 6. List the components of casinos  
|         |              | 7. Explain the principles of casino operations  
|         |              | 8. Describe different positions in the gaming industry |
| Week 12 | 7th November | Read Ch 12 & 13  | 1. Lecture: Ch 12 & Ch 13  
| Meetings, Conventions and Expositions (MCEs) (Ch 12) & Special Events (Ch 13) | 2. In-class activity |
|         |              | Lecture covers:  
|         |              | 1. Identify the major players in convention industry  
|         |              | 2. Define Destination management companies  
|         |              | 3. Outline different types of MCEs and MCE contractors  
|         |              | 4. Define special events  
|         |              | 5. Describe the inside of event planning  
|         |              | 6. Classify special events  
|         |              | 7. Identify the major professional organizations in the sector |
| Week 13 | 14th November | Read Ch 14  | 1. Lecture: Ch 14  
| Leadership and Management (Ch 14) | 2. In-class activity |
|         |              | Lecture covers:  
|         |              | 1. Define leaders and managers  
|         |              | 2. Outline the characteristics of leaders and managers  
|         |              | 3. Distinguish between leaders and managers  
|         |              | 4. Explain the functions of management system |
| Week 14 | 21st November | Guest Speaker  | 1. Lecture: Hospitality careers  
| Hospitality Careers | 2. In class activity |
3. Wrap-up

**Lecture covers:**
1. Outline the steps in career planning
2. Identify different types of companies
3. Explain the characteristics of Employer-employee relations
4. Understand the process of job search
5. Explain different professional development activities available to students.

<table>
<thead>
<tr>
<th>Week 15</th>
<th>28th November</th>
<th>Project presentations</th>
<th>Final project presentations</th>
</tr>
</thead>
</table>
| Week 16  | 5th December  | Submit Short paper    | 1. Final project presentations if any left.  
2. Submission of the paper  
3. Exam review |
| Online Final | To be decided | Final Exam            | **Online Final on CARMEN:** (Chapters: 7,9,10,11,12,13 & 14)  
-Final available from **12.00 AM – 11.59 PM**  
-Make sure you leave enough time to complete the final in case of technical difficulties.  
-Questions are based on readings, videos, PowerPoint and assignments.  
-Once you start the exam you must complete it.  
-Only one attempt allowed.  
-You have **1 hour** to complete the exam. |