Term Information

Effective Term: Autumn 2016
Previous Value: Spring 2015

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Name change from Hotel Systems Laboratory to better align with similar courses offered in other comparable institutions
Number change from 4810 to 2810. Concurrent status with lecture part of the course is removed.

What is the rationale for the proposed change(s)?
Another more advanced lodging course is offered—Advanced hotel systems. However both courses are 4000 level and students often would not have an opportunity to register for the second one since 4800 is a prerequisite. The idea is to offer Hotel Systems course in sophomore or junior year so students would have some foundation knowledge regarding lodging management earlier in the program. Additionally, if the 2610 is moved from 2000 level to 4000 level, Hotel management lab and lecture courses could serve as a good replacement for the 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)?
This course would replace Beverage Management course as a 2000 level course

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: 2810
Previous Value: 4810
Course Title: Hotel Management Laboratory
Previous Value: Hotel Systems Laboratory
Transcript Abbreviation: Hotel Man Lab
Previous Value: Hotel Systems Lab
Course Description: Provide exposure to the lodging/hotel sector via experiences in Front of the House and Heart of the House in a real operating environment.
Semester Credit Hours/Units: Fixed: 1

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? No
Grading Basis: Letter Grade
Repeatable: No
Course Components: Laboratory
Grade Roster Component: Laboratory
Prerequisites and Exclusions

Prerequisites/Corequisites
- Prereq: 2600 (230)
- Concur or prereq: 2800.

Previous Value
- Prereq: 1600 (230) and AcctMIS 2000 (310). Concur: 4800.

Exclusions
- Not open to students with credit for 552.

Cross-Listings

Subject/CIP Code

Subject/CIP Code 52.0904
Subsidy Level Baccalaureate Course
Intended Rank Junior, Senior

Requirement/Elective Designation

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

Course Details

Course goals or learning objectives/outcomes
- Understand hotel/lodging industry norms and ethics
- Obtain experience in hotel/lodging specific areas of operation
- Acquire marketable skills and make valuable industry contacts

Content Topic List
- Management supervision and service skills for the general manager
- Human resources in action
- Accounting and revenue management
- Front office
- Housekeeping and maintenance
- Food and beverage
- Safety and property safety

Attachments

- CS HM 4810 SP14.pdf: Existing Syllabus
(Syllabus. Owner: Bujisic,Milos)

Comments
### Workflow Information

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<thead>
<tr>
<th>Status</th>
<th>User(s)</th>
<th>Date/Time</th>
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<td>02/11/2016 08:40 PM</td>
<td>Submitted for Approval</td>
</tr>
<tr>
<td>Approved</td>
<td>Folden Jr, H Eugene</td>
<td>02/17/2016 02:40 PM</td>
<td>Unit Approval</td>
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<td>Odum, Sarah A.</td>
<td>02/17/2016 02:40 PM</td>
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<td>Zircher, Andrew Paul</td>
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<td>Warnick, Bryan R.</td>
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<td>Achterberg, Cheryl L.</td>
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</table>
Instructor       Anne Turpin  
265G Campbell Hall
Email: turpin.26@osu.edu
Office Hours: By appointment

Course Description
Provide exposure to the lodging/hotel sector via experiences in Front of the House and Heart of the House in a real operating environment.

The students are required to complete at least 105 hours of work for the semester in order to satisfy the requirements to pass the class. The course includes assignments throughout the quarter to document the experience and offer various perspectives from peers. All course information will be online through CARMEN.

Prerequisite(s)
- 1600 (230)
- AcctMIS 310
- Major in Hospitality Management
- Must take internship the semester enrolled in internship course

This course is designed to take concurrently with 4800. This course is not open to students with previous credit in 552.

Course Objectives
Following successful completion of this course, the student should be able to:
1. Apply subject matter knowledge from his/her program to the internship experience.
2. Gain a realistic industry view as a possible career choice through actual work experience
3. Become aware of the importance of human relations as they apply to customers, co-workers, and supervisors.
4. Develop through experience and interaction an understanding of the characteristics, needs, and wants of the customers, the particular company serves and how the company thrives to satisfy them.
5. Develop a sense of priorities in the accomplishment of assigned responsibilities.
6. Make a positive contribution to the company as an employee and as an intern.
7. Assess his/her strengths and weaknesses and evaluate the performance related to the contracted duties and responsibilities.

Required Course Materials: All documents found in Carmen, no textbook necessary

Rules/Policies for Assignments (dates, makeups, excuses, notification of absence, etc)
- Assignments are to be submitted via Carmen only; other outlets will not be accepted
• Documents requiring signatures must have actual signatures (not electronic signatures) to receive credit. Documents might be verified by on site supervisor.
• Assignments are to be submitted on time; any late assignments (other than final evaluations and time logs) will be penalized 5 points and will not be accepted for any reason after one week of the deadline.
• Final time logs and final evaluations will not be accepted late; both are needed to pass the class. It is the student’s responsibility to ensure both documents are submitted and are legible.

Course Requirements and Grading
• Learning Agreement 30 points
• Discussion #1 – Description of your facility & tour 30 points
• Discussion #2 – Description of home department 30 points
• Discussion #3 – Description of 1st Shadow outside home department 30 points
• Discussion #4 – Description of a challenge or conflict 30 points
• Discussion #5 – Description of 2nd Shadow outside home department 30 points
• Discussion #6 – Self reflection of experience 30 points
• Discussion #7 - Summary description 30 points
• Final Employer evaluation (must submit and receive an “Acceptable” rating to complete course) 30 points
• Time Log (must submit to complete course) 30 points
• TOTAL 300 points

Final grades will be based on a student's weighted average using the following scale:
A  93-100%  B+  87-89  C+  77-79  D+  67-69
A-  90-92  B  83-86  C  73-76  D  60-66
   B-  80-82  C-  70-72  E  59% or less

Expectations for Student Conduct and Participation
Since this is a web-based course/internship, students are expected to complete the required number of hours of work for their credit hours assigned and turn in all assignments in a timely manner through the CARMEN DROP BOX or via CARMEN Discussion Board feature (as indicated). A final time log and final evaluation are required to pass the class. All students are required to complete a minimum of 105 hours in their hotel lab/internship.

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 examination. Ignorance of the University’s Code of Student Conduct is never considered an “excuse” for academic misconduct, so I recommend that you review the Code of Student Conduct and, specifically, the sections dealing with academic misconduct.

If I suspect that a student has committed academic misconduct in this course, I am obligated by University Rules to report my suspicions to the Committee on Academic Misconduct. If COAM determines that you have violated the University’s Code of Student Conduct (i.e., committed academic misconduct), the sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University. For additional information, see the Code of Student Conduct (http://studentaffairs.osu.edu/info_for_students/csc.asp).
Course accommodations Any student who feels s/he may need an accommodation based on the impact of a disability should contact one of the instructors privately to discuss specific needs. The Office of Disability Services is relied upon for assistance in verifying the need for accommodations and developing accommodation strategies. Please contact the Office for Disability Services at 614-292-3307 (V) or 614-292-0901 (TDD) in room 150 Pomerene Hall to coordinate reasonable accommodations; http://www.ods.ohio-state.edu/.

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 seek to resolve a grievance concerning a grade or academic practice by speaking first with the instructor or professor: 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.” “Grievances against graduate, research, and teaching assistants should be submitted first to the supervising instructor, then to the chairperson of the assistant’s department.”

Statement on Diversity The Department of Consumer Sciences 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 persons who are different from them. Discrimination against any individual based upon protected status, which is defined as age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

Frequently asked questions
Q: What if I do not obtain an internship and/or cannot make the 105 hours?
A: It is a course requirement to obtain an internship and work at least 105 hours in your internship during the semester in which you are enrolled to pass the class. If you cannot accomplish this please notify the instructor as soon as you believe it could be a problem – do not wait!

Q: What if I don’t like my internship and/or do not get along with my supervisor?
A: Some of the best lessons come from adversities and non-idealistic situations. Unless you are in a situation that is harmful to your health you will need to work through challenges with your supervisor and/or manager. I am also available by email or appointment to give advice. If you feel you are in a harmful environment please contact me via email immediately to make an appointment.

Q: What is the policy regarding late assignments (except for Discussion 7, Final Evaluations and Time Logs)?
A: Late assignments are discouraged but accepted within one week of the deadline and should be submitted via Carmen’s Late Dropbox. The objective of accepting late assignments is not to encourage students to turn them in late but to give them an option of earning some credit in the event the “unexpected” comes up. Five points will be deducted for late submissions. Unfortunately I cannot break up the penalty (i.e. – 2 points if submitted an hour late, 3 points if submitted a day late, etc.). There will be no waivers for any reason. If only one assignment is submitted late it will not largely impact your overall grade, it is the multiple late assignments that will affect your grade.

Q: What is the policy regarding late submissions for Discussion 7, Final Evaluations and Time Logs?
A: They will be accepted within 48 hours of the deadline. Late final evaluations and time logs will have a 10-point deduction. Again, the objective of accepting these assignments late is not to encourage late submission but to give options of earning some credit in the event the “unexpected” comes up. Please ensure all time logs and final evaluations have both your signature and your supervisor’s signature and date.
Q: I’m not sure what I want to do in this field or if I even like it. Should I change majors?
A: I am available by appointment – please contact me and we will set up a time to meet! This field might not be for you, but it could just be you are going through a difficult time in the field (I’ve been there – I understand!)

Q: When will grades be posted?
A: Grades for each assignment will be posted within 2 weeks after the due date. Final grades will be posted on or before May 1, 2014.

Q: What does it mean if I do not see a grade posted?
A: If you do not see a grade posted and it has been 2 weeks after the due date please contact me to ensure there are no computer glitches or another error in retrieving your assignment. Please also be sure to read any comments posted next to your grade.

Q: How do grades work?
A: The following criteria is used when assigning point value: Timeliness, professionalism, content/quality of work, as well as if it meets all the requested information. Please note that Final Evaluations will only receive credit if their rating was “Acceptable” or Higher.

Q: How do I submit an assignment electronically through Carmen?
A: Assignments should be scanned

Q: Why can’t I email my assignments or drop them off in Campbell Hall?
A: Many companies have a similar set up for their managers to submit reports as well as data to their corporate office. Not only is it more efficient and easier to track but also it also better prepares you for the work place. Since this is an online course it is also very relevant to the methodology of the class itself. Assignments dropped off in Campbell or faxed will not be accepted.

Assignments (description, submission, format, due dates)

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<tr>
<th>Week</th>
<th>Activity</th>
<th>Assignment Due</th>
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<tr>
<td>Week 1 Ending 1/10</td>
<td>Read through entire syllabus and course content</td>
<td>Email instructor (<a href="mailto:turpin.26@osu.edu">turpin.26@osu.edu</a>) with any questions</td>
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<td>Week 2 Ending 1/17</td>
<td>Line up tour of facility with your supervisor.</td>
<td>Submit Learning Agreement AND Supervisor’s Business Card through Carmen’s Dropbox. Please ensure you have both documents to receive credit. Also, email instructor any questions regarding syllabus or class. Learning agreement and a copy of your supervisor’s business card due in Carmen on or before Friday, January 17, 2014 at 11:59pm.</td>
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<td>Week 3 Ending 1/24</td>
<td>• Post Discussion 1 • Ask manager to help arrange job shadowing in two other areas outside of your own</td>
<td>Post Discussion #1 with a description of your internship and tour of facility. Please include summary of your facility, your duties, employer expectations, what you have learned so far, any opportunities for advancement, organizational</td>
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</table>
culture and other information important for success as an intern or possibly being hired after you graduate to share with other interns. Please refrain from inappropriate topics or language.

Due in Carmen on or before Friday, January 24, 2014 at 11:59pm.

| Week 4  | Ending 1/31 | Post Discussion 2 | Post Discussion #2 describing your “home (main)” department/position. Should include:
|         |             | Arrange & confirm details to shadow other department for Discussion #3 | • Department you are in
|         |             |                     | • Duties completed thus far
|         |             |                     | • Brief description of department
|         |             |                     | • Description of essential skills required for this department
|         |             |                     | • How the department contributes to the overall success of the hotel
|         |             |                     | • Challenges of the department
|         |             |                     | • Do you enjoy this department? Why or why not?
|         |             |                     | Due in Carmen on or before Friday, January 31, 2014 at 11:59pm
| Week 5  | Ending 2/7  | Shadow another department (any week this semester prior to next week’s discussion). |
| Week 6  | Ending 2/14 | Post Discussion 3   | Post Discussion #3 describing your first shadowing experience outside your “home” department. Shadow a supervisor or manager outside your own department for one day or more (a minimum of 7 hours total is required). Please describe what you learned from your experience utilizing the Learning Objectives Guide for that department (can be found under content).
|         |             | Arrange & confirm details to shadow other department for Discussion #5 | Due in Carmen on or before Friday, February 14, 2014 at 11:59pm.
| Week 7  | Ending 2/21 | Confirm Details in shadowing other department for Discussion #5 |
| Week 8  | Ending 2/28 | Post Discussion 4   | Post Discussion #4 of a challenge with positive outcome. Your post should include the following information:
|         |             |                     | • Describe a situation in which you found very challenging (with a supervisor, co-worker, guest, etc.).
|         |             |                     | • Explain where the conflict was (determine the source)
|         |             |                     | • Explain your role
|         |             |                     | • Describe how the outcome was resolved and why that was the best option. If you feel it was not resolved properly please state how you shared your concern with
your immediate supervisor. Many of you will experience conflict and challenges, as it exists in every organization. They objective is to learn of the challenges from your peers so you can learn about the different challenges in the field as well as ways to overcome challenges that exist. **Due in Carmen on or before Friday, February 28, 2014 at 11:59pm**

| Week 9 Ending 3/7 | Shadow another department (any week this semester prior to discussion 5). |
| Week 10 Ending 3/14 | Spring Break – Enjoy! |
| Week 11 Ending 3/21 | **Discussion 5**
  **Post Discussion #5 describing your second shadowing experience outside your “home” department.** Shadow a supervisor or manager outside your own department for one day or more (a minimum of 7 hours total is required). Please describe what you learned from your experience utilizing the Learning Objectives Guide for that department (can be found under content). **Due in Carmen on or before Friday, March 21, 2014 at 11:59pm** |
| Week 12 Ending 3/28 | No assignment |
| Week 13 Ending 4/4 | **Discussion 6**
  **Post Discussion #6 Self Reflection.** Your post should include the following information:
  - Three greatest learning opportunities as it relates to duties inside your organization
  - Three great leadership traits you’ve seen displayed while on your job location and why they are important. Also, have you seen positive results due to their leadership (high associate satisfaction, guest satisfaction, etc.)?
  - List three items how to improve guest satisfaction and why you feel they are important. **Due in Carmen on or before Friday, April 4, 2014 at 11:59pm.** |
| Week 14 Ending 4/11 | No assignment due
  Please ensure to schedule a time with your supervisor to discuss your final evaluation and time log |
| Week 15 | **Post Discussion 7**
  **Post Discussion #7, a summary discussion.** Your
post should include the following information:

- What experiences were most beneficial to you from this experience? Was it what you expected or were you surprised by what was involved (or not)?
- What are the strengths and weaknesses of this company? Is this a company you would consider working for long term? Why or why not?
- Did you meet your stated goals and objectives every week? Why or why not? What would you have done differently? Did you encounter any roadblocks?
- Evaluate the product/services you worked with during the internship. What was your opinion of the quality of the product/services?
- Describe one scenario or situation you experienced during this internship that you will definitely remember or that made a very strong impression (good or bad).
- State your short term goals and long term goals and three specific things you will do to achieve them using SMART Goal format (Specific, Measurable, Achievable, Realistic, Timely).

### Due in Carmen on or before April 18, 2014

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<th>Week 16 Ending 4/25</th>
<th>Final Evaluations and Time Log</th>
<th>Submit Time Logs &amp; Final Evaluations via Carmen’s Dropbox. All time logs and final evaluations must be signed and dated by BOTH parties (student and supervisor). Employer electronic signatures are not accepted. Employers might be contacted to verify documents.</th>
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<td><strong>Due in Carmen on or before Friday, April 25, 2014 at 11:59pm</strong></td>
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