

ARIZONA WESTERN
COLLEGE SYLLABUS

HRM 100 INTRODUCTION TO THE HOSPITALITY INDUSTRY

Credit Hours: 3 Lec 3

PREREQUISITE: None

COURSE DESCRIPTION

This is a survey course of the hospitality industry including hotels, resorts, restaurants, clubs and agencies involved in tourism.

1. COURSE GOALS

- 1.1 Explore hospitality careers.
- 1.2 Understand the scope of the hospitality industry.
- 1.3 Understand the organization of hotels, foodservice operations, and other service venues.
- 1.4 Explore the principles of management in the hospitality industry.
- 1.5 Understand the basic marketing concepts and strategies practiced in the hospitality industry.
- 1.6 Understand ethical behavior for managers in the industry.

2. OUTCOMES

Upon satisfactory completion of this course, students will be able to:

- 2.1 explain the various careers available in the industry and the significance of education on career development.
- 2.2 outline the major organizational areas found in hotels, restaurants, and other service venues.
- 2.3 differentiate among advertising, public relations, publicity and sales promotion.
- 2.4 define ethics and describe the kinds of behavior in which a manager should and should not engage.
- 2.5 explain the management processes as they apply to the hospitality industry.
- 2.6 explain management companies and franchising.

3. METHODS OF INSTRUCTION

- 3.1 Reading textbook and supplemental materials
- 3.2 Lecture
- 3.3 Classroom Discussions
- 3.4 Homework Assignments

4. LEARNING ACTIVITIES

- 4.1 Weekly assignments from text and supplemental materials
- 4.2 Learning exercises accompanying each assigned chapter
- 4.3 Written assignments
- 4.4 Classroom discussion and activities
- 4.5 Quizzes

5. EVALUATIONS

- 5.1 Exams
- 5.2 Assignments
- 5.3 Participation

6. STUDENT RESPONSIBILITIES

- 6.1 Under AWC Policy, students are expected to attend every session of class in which they are enrolled.
- 6.2 If a student is unable to attend the course or must drop the course for any reason, it will

be the responsibility of the student to withdraw from the course. Students who are not attending as of the 45th day of the course may be withdrawn by the instructor. If the student does not withdraw from the course and fails to complete the requirements of the course, the student will receive a failing grade.

- 6.3 Americans with Disabilities Act Accommodations: Arizona Western College provides academic accommodations to students with disabilities through AccessABILITY Resource Services (ARS). ARS provides reasonable and appropriate accommodations to students who have documented disabilities. It is the responsibility of the student to make the ARS Coordinator aware of the need for accommodations in the classroom prior to the beginning of the semester. Students should follow up with their instructors once the semester begins. To make an appointment call the ARS front desk at (928) 344-7674 or ARS Coordinator at (928) 344-7629, in the College Community Center (3C) building, next to Advising.
- 6.4 Academic Integrity: Any student participating in acts of academic dishonesty—including, but not limited to, copying the work of other students, using unauthorized “crib notes”, plagiarism, stealing tests, or forging an instructor’s signature—will be subject to the procedures and consequences outlined in AWC’s Student Code of Conduct.
- 6.5 Texts and Notebooks: Students are required to obtain the class materials for the course.
- 6.6 Arizona Western College students are expected to attend every class session in which they are enrolled. To comply with Federal Financial Aid regulations (34 CFR 668.21), Arizona Western College (AWC) has established an Attendance Verification process for "No Show" reporting during the first 10 days of each semester. Students who have enrolled but have never attended class may be issued a “No Show” (NS) grade by the professor or instructor and receive a final grade of “NS” on their official academic record. An NS grade may result in a student losing their federal financial aid.
- For online classes, *student attendance in an online class is defined as the following* (FSA Handbook, 2012, 5-90):
- Submitting an academic assignment
 - Taking an exam, an interactive tutorial or computer-assisted instruction
 - Attending a study group that is assigned by the school
 - Participating in an online discussion about academic matters
 - Initiating contact with a faculty member to ask a question about the academic subject studied in the course