

HOSPITALITY WORKFORCE MANAGEMENT IN A GLOBAL MARKETPLACE
HMG 3501
Semester Year

Instructor	Course Section	
E-Mail	Day	
Phone	Location	
Office	Time	
Office Hours	Class Hours	3
	Lab Hours	0
	Credits	3

Department Mission Statement

The Hospitality Management Department of New York City College of Technology educates students for careers in the hospitality industry through foundational knowledge of hospitality operations and experiences that cultivate diverse perspectives, lifelong learning, collaboration, and community engagement.

Program Learning Outcomes

To graduate students who

1. identify and demonstrate skills relevant to the operational areas of hospitality management. (PLO #1)
2. utilize the dynamics of collaboration in diverse settings. (PLO #2)
3. demonstrate effective communication skills. (PLO #3)
4. exhibit the analytical and social skills essential for success in the global workplace. (PLO #4)
5. value and integrate lifelong learning, civic engagement, ethical reasoning, and social responsibility. (PLO #5)

Course Description

This course examines the role of management and leadership in hospitality and other service organizations. Identify both challenges and opportunities facing organizations such as responding to globalization, managing workforce diversity, stimulation, innovation and change, improving quality and productivity and other issues relevant to the management of human resources in today's dynamic business climate.

Prerequisites

HMG 2302, HMG 2303, HMG 2304, HMG 2305 or AAS degree in Travel and Tourism or Hospitality Management

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Course Objectives

Upon completion of HMGT 3501, students will be able to:

- a. Identify, evaluate and demonstrate the impact of teamwork within various organizational settings including the classroom-learning environment.
- b. Name and describe challenges and benefits of working within a diverse workforce
- c. Evaluate and discuss the role of human resources management and its relationship to achieving corporate objectives
- d. Examine and report the key attributes and challenges of organizational change.
- e. Define key language and understand primary concepts pertinent to effective management of a hospitality workforce in a global marketplace.

Student Learning Outcomes	Method of Assessment
a. Demonstrate and discuss the impact of teamwork in the Hospitality Industry (HMGT: Knowledge; Gen Ed: Integration)	Class participation, Weekly assignments, Civic engagement project
b. Compare and contrast the experiences of working and managing a diverse workforce in a global environment (Gen Ed: Knowledge, Integration; PLO #5)	Class participation, Weekly assignments, Diversity essay (see rubric), Civic engagement project
c. Examine and critique leadership responsibilities and the organizational role of human resource management (Gen Ed: Knowledge, Integration)	Weekly assignments, Final presentation
d. Report and give examples of innovation and change in a competitive global business environment (Gen Ed: Knowledge, Integration)	Class participation, Weekly assignments
e. Define and describe key language and concepts (Gen Ed: Knowledge)	Weekly assignments, Diversity essay, Civic engagement project, Final presentation

Grading Procedure

Participation	15 %
Weekly assignments	30 %
Diversity essay	15 %
Civic engagement project	20 %
Final essay	<u>20 %</u>
Total	100%

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Assignments

Participation

At the start of each class meeting, student will have to answers a question that will prompt the daily course objective. If a student is late or does not attend the meeting, they will not be able to participate in this assignment. Each assignment is worth one point for a total of 15 points for the semester.

Weekly assignments

Each week, students will be assigned to write a one-page reaction paper to an article, video, podcast, or other assigned reading that relates to a course learning objective. There will be 10 weekly assignments, each worth 3 points for a total of 30 points.

Diversity essay

Students will post an essay in which they will share a story of diversity and inclusion.

Civic engagement project (Assessed using the attached rubric)

Students will select a hospitality company that promotes Civic Engagement on their website. They will describe one of the initiatives the company engages in and list how the company promotes that activity. Lastly, the student will reflect on the benefits of participation in civic engagement activities for all parties involved.

Final essay

Students will write a self-reflective essay on the type of leader they will become. The essay will be based upon the culmination of their life experiences and what you have learned and discovered about themselves this semester. In the essay the student will also discuss some of their personal values and how they plan to implement those value in the workplace.

Grading System

A	93 – 100
A-	90 – 92.9
B+	87 – 89.9
B	83 – 86.9
B-	80 -- 82.9
C+	77 – 77.9
C	70 – 76.9
D	60 – 69.9
F	59.9 and below

Required Text

No required text. This is an OER class: <https://openlab.citytech.cuny.edu/hmgt3501/>

Suggested Reading

OER. (2017). *Organizational behavior*. University of Minnesota Libraries Publishing.
Human Resource Executive: <https://hrexecutive.com/>

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Civic Engagement Rubric (Modified)

Diversity of Communities and Cultures	<input type="checkbox"/> 4 points Promotes others' engagement with diversity.	<input type="checkbox"/> 3 points Exhibits curiosity about what can be learned by diversity.	<input type="checkbox"/> 2 points Exhibits little curiosity about what can be learned by diversity.	<input type="checkbox"/> 1 point Indifferent or resistant to what can be learned by diversity.
Analysis of Knowledge	<input type="checkbox"/> 4 points Connects and extends knowledge from one owns field of study and civic engagement.	<input type="checkbox"/> 3 points Analyzes knowledge from one owns field of study and civic engagement.	<input type="checkbox"/> 2 points Begins to connect knowledge from one owns field of study and civic engagement.	<input type="checkbox"/> 1 point Begins to identify knowledge from one owns field of study and civic engagement.
Civic Identity and Commitment	<input type="checkbox"/> 4 points Provides evidence and experiences that describes the benefits of civic engagement to self and others.	<input type="checkbox"/> 3 points Provides evidence and describes the benefits of civic engagement to self and others.	<input type="checkbox"/> 2 points Provides little evidence of the benefits of civic engagement to self and others.	<input type="checkbox"/> 1 point Provides no evidence of the benefits of civic engagement to self and others.
Civic Communication	<input type="checkbox"/> 4 points Tailors communication to express, listen and adapt to others to establish further civic engagement.	<input type="checkbox"/> 3 points Communicates in context expressing all of the following: express, listen and adapt ideas on others' perspective.	<input type="checkbox"/> 2 points Communicates in context expressing more than one of the following: express, listen and adapt ideas on others' perspective.	<input type="checkbox"/> 1 point Communicates in context expressing one of the following: express, listen and adapt ideas on others' perspective.
Reflection	<input type="checkbox"/> 4 points Demonstrates their aim by promoting civic engagement and encouraging future and ongoing engagement.	<input type="checkbox"/> 3 points Shows complete understanding of their aim in promoting civic engagement.	<input type="checkbox"/> 2 points Shows little understanding of their aim in promoting civic engagement.	<input type="checkbox"/> 1 point Shows no understanding of their aim in promoting civic engagement.

Total Points (out of 20) _____

Selected Bibliography

OER. (2017). *Organizational behavior*. University of Minnesota Libraries Publishing.

Komopaske, R. (2018). *Organizational behavior and management (11th ed.)*. McGraw-Hill.

Giiderham, P. (2019). *Global strategy and management: theory and practice*. Edward Elgar Publishing.

Robbins, S. (2018). *Organizational behavior: what's new in management (18th ed.)*. Pearson Publishing.

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Class Meeting Schedule

Week	Date	Lecture Topics	Assignments Due
1		Syllabus Review / Leadership Qualities	Homework – My Leadership Profile
2		The Importance of Cooperate Culture	Homework – Best Companies to Work For
3		Employee Wellness & Desirable Workplaces	Homework – Designing Your Ideal Workplace
4		Perception & Decision Making	Homework – Attribution & Self-Serving Bias
5		Employee Satisfaction, Values & Motivation	Homework – Chef’s Workplace Philosophy
6		Diversity & Inclusion	Homework – My Diverse Neighborhood
7		Harassment & Hostile Work Environment	Diversity Essay Post & Comments
8		Workplace Violence & Conflict Resolution	Diversity Essay Post & Comments
9		Civic Engagement Explained	Diversity Essay Post & Comments
10		The Elements of Team Dynamics	Homework – My Team Experience Essay
11		Leadership Fundamentals	NO HOMEWORK
12		Race, Identity & Multi-Cultural Diversity	Civic Engagement Project Due
13		Emotional Intelligence	NO HOMEWORK
14		Globalization	Final Essay Due – My Leadership Philosophy
15		Labor Unions	NO HOMEWORK

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Diversity and Inclusive Education

This course welcomes students from all backgrounds, experiences and perspectives. In accordance with the City Tech and CUNY missions, this course intends to provide an atmosphere of inclusion, respect, and the mutual appreciation of differences so that together we can create an environment in which all students can flourish. It is the instructor's goal to provide materials and activities that are welcoming and accommodating of diversity in all of its forms, including race, gender identity and presentation, ethnicity, national origin, religion, cultural identity, socioeconomic background, sexuality and sexual orientation, ability, neurodivergence, age, and etc. Your instructor is committed to equity and actively seeks ways to challenge institutional racism, sexism, ableism and other forms of prejudice. Your input is encouraged and appreciated. If a dynamic that you observe or experience in the course concerns you, you may respectfully inform your instructor without fear of how your concerns will affect your grade. Let your instructor know how to improve the effectiveness of the course for you personally, or for other students or student groups. We acknowledge that NYCCT is located on the traditional homelands of the Canarsie and Lenape peoples.

Student Accessibility

Qualified students with disabilities, under applicable federal, state, and city laws, seeking reasonable accommodations or academic adjustments must contact the Center for Student Accessibility for information on City Tech's policies and procedures to obtain such services. Students with questions on eligibility or the need for temporary disability services should also contact the Center at The Center for Student Accessibility:

300 Jay Street, room L-237, 718 260 5143. <http://www.citytech.cuny.edu/accessibility/>

Professionalism and Participation

The Department of Hospitality Management follows industry standards in order to educate, develop and mentor future hospitality and tourism professionals. In order to successfully complete a course, students must consistently participate in class and meet deadlines

NYC College of Technology Statement on Academic Integrity

Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion.

As stated in the Academic Integrity Policy Manual,

"academic dishonesty occurs when individuals plagiarize or cheat in the course of their academic work. Plagiarism is the presenting of someone else's ideas without proper credit or attribution. Cheating is the unauthorized use or attempted use of material, information, notes, study aids, devices or communication during an academic exercise." The complete text of the College Academic Integrity Policy Manual may be found on the College website.

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Statement of Classroom Behavior

Each student has the right to study and learn in a comfortable, safe, supportive environment that promotes self-esteem – free of fear, humiliation, intimidation, offensive or suggestive language.

Use of Electronic Devices

The use of cellular phones and audio equipment in all academic and study areas of the college is prohibited. Students are not permitted to take calls or text message during class. Students may not use their cell phones as calculators. In some instances, an instructor may allow the use of personal electronic devices for in class activities.

Writing Style Statement

The hospitality management department requires that all written work must be prepared using APA Style Publication Manual of the American Psychological Association as a reference guide. This includes editorial formats, abbreviations, use of statistics, graphs, citations and references. Visit the City Tech Library website for APA Style Guides.

MS Office Suite Assignment Submission Guidelines

Students are expected to use MS Office Suite including Outlook, Word, PowerPoint and Excel unless otherwise stated. Students are entitled to a subscription, which is available through the CUNY Portal or Blackboard.

HM Department Calendar (*available from department office*)