



Bergen Community College
Division of Business, Arts, and Social Sciences
Department of Business & Hotel/Restaurant Management

HRM 101 Introduction to Hospitality Management

Date of Most Recent Syllabus Revision:

Course Typically Offered: Fall ___ Spring ___ Summer ___ **Every Semester** ___ Other _____

Syllabus last reviewed by: BCC General Education Committee _____ Date: _____

(Most courses need review Ad Hoc Committee on Learning Assessment _____ Date: _____

by only one of the following) **Curriculum Committee:** _____ Date: April 2018

Basic Information about Course and Instructor

Semester and year:

Course and Section Number: Introduction to Hospitality Management HRM 101

Meeting Times and Locations:

Instructor:

Email Address:

Office Location:

Phone:

Departmental Secretary: Linda Karalian, 201-447-7214, lkaralian@bergen.edu

Office Hours:

Course Description:

Official Catalog Course Description

This course is a study of the fundamental principles of hotel, restaurant, and food service operations. Basic managerial and operating functions prevalent in the industry are considered in conjunction with the various job opportunities available.

Hours: Lecture [3.00].

3 credits

Prerequisites: None

Co-requisites: None

Cross Listed Courses: None

Student Learning Objectives:

As a result of meeting the requirements in this course, students will be able to:

1. Discuss tourism, hotel and restaurant business classifications by describing the different types of establishments, ownership, and managed services associated in the industry.
2. Analyze the concepts involving commercial and non-profit food operations;
3. Describe the current trends and challenges faced by the hospitality and tourism industry in the context of global economic, environmental, health and other social concerns.
4. Define the many job responsibilities through the industry;
5. Identify the structure of the major departments found in hotels and restaurants.

Means of Assessment

The major assessment types (means of assessment) utilized in this course are graded participation, tests, assignments, discussions from articles and websites, and other discussion questions as assigned.

Course Content

The course is intended to introduce students to the types of businesses associated with tourism, hospitality, and food service. The course also examines the types of ownership and management as well as various positions in the industry. Further, students are updated with the latest trends in the industry that align with economic, environmental, and other external factors affecting tomorrow's hospitality staff and clientele.

Therefore, the course includes the following mandatory components:

1. Identifying major trends in hospitality
2. Examining the types of business ownership associated with different facets of the hospitality industry
3. Daily discussion of topics associated with various aspects of the hotel, tourism, and restaurant industry

Course Outline and Calendar

Week	Date(s)	Topics	Chapters
1		Introduction to Hospitality Management	1
2		Introduction to Tourism	2 & 3
3		Lodging I	4
4		Lodging II	5
5		Restaurants I	8
6		Restaurants II	8
7		Cruises	6
8		Midterm Examination	
9		Managed Services	9
10		Beverages	10

11		Clubs	11
12		Attractions and Theme Parks	12
13		Gaming	13
14		Meetings and Special Events	14 & 15
15		Final Examination	

Notes to Students:

- 1 – Syllabus may change due to unforeseen circumstances or to take advantage of educational opportunities.
- 2 – Your instructor will update you on assignment questions as well as topics covered on the tests. Please continually log on to Moodle for announcements, reminders and updates.
- 3 – Please log on to Moodle for handouts that are not distributed in hard copy form. Please also check your Bergen Community College e-mails (You may decide to filter your Bergen e-mail into your personal e-mail address).

Special Features of the Course

The use of learning technologies in the course, as well as excellent internet connection, is necessary to help you succeed in this course and in the industry.

Course Texts and/or Other Study Materials

Required

Walker, J. (2019). *Exploring the Hospitality Industry, 4th edition*. New York: Pearson.

Grading Policy

The grading system used for this course will combine the following

Class Participation	20%
Quizzes	20%
Assignments	20%
Midterm Examination	15%
Final Examination	25%
	100%

Overall Class Participation (up to 10 performance points)

Class participation by students (including regular and timely attendance and active engagement in class sessions) is an essential part of this course. I expect you to participate actively and constructively in our class sessions in ways that show respect and courtesy to me and to your classmates. As we proceed through the semester, there will be class discussions on all of the major topics covered in the course. You are required to participate actively in our discussions and other class activities. (You are also free to generate online discussions in the Moodle Forum. Such online discussions are not required. They are completely up to you and other members of the class. Online discussion activity will not affect your grade one way or another.)

"Plus" behaviors: To earn points for class participation, you must (1) attend class regularly and on time and not leave early; (2) be well-prepared for class by doing all assigned reading and other out-of-class assignments ahead of time; (3) participate voluntarily, actively, intelligently, and constructively in class discussions; (4) do all in-class assignments; (5) show a positive and serious attitude toward the course; and (6) utilize frequently and actively the materials and facilities on the Moodle site.

"Minus" behaviors: Behaviors such as the following will result in your losing points for class participation: (1) being absent from or late for class; (2) leaving class early; (3) continually walking out of and coming back into class; (4) sleeping in class; (5) being inattentive to class lectures and discussions; (6) behaving inappropriately in class (e.g., acting silly; conducting private conversations in the back of the room; utilizing cell phones, headphones, and other distracting devices in class; eating, drinking, or chewing gum in class; defacing classroom furniture; etc.); (7) being impolite, rude, or discourteous to me or to your classmates; (8) not being adequately prepared for class; (9) showing a negative or frivolous attitude toward the course; (10) Not utilizing the materials and facilities on the course website.

Other College Policy Statements**Code of Student Conduct:**

http://bergen.edu/wp-content/uploads/StudentCodeofConduct2016_EngVer12062016.pdf

Statement on plagiarism and/or academic dishonesty:

Please read pages 8 – 9 in the above link. Students are not excused from the penalties for not being aware of or for not having read the policies set forth regarding plagiarism and other forms of academic dishonesty.

ADA Statement:

Students who require accommodations in accordance with the Americans with Disabilities Act (ADA) can request these services from the Office of Specialized Services. To learn more about how to apply for services, please visit <http://www.bergen.edu/oss>.

Note: Those who have completed the OSS paperwork and received accommodations during previous semesters might not be automatically eligible in subsequent semesters in every case.