



**ARKANSA TECH UNIVERSITY  
HA/RP 4113 (TC1)-FALL 2014  
PERSONNEL MGMT IN PRHA**

**Program Mission**

The mission of the Hospitality Administration Program is to provide quality education in hospitality administration, build a foundation for professional growth and development and encourage lifelong learning.

This is achieved by:

- Providing knowledge, skills, and abilities through a comprehensive academic curriculum.
- Demonstrating professionalism, leadership and high ethical standards by a competent faculty and administration
- Promoting community service and outreach
- Emphasizing the importance of research and continuing education
- Encouraging life-long learning

**Program Learning Outcomes**

At the conclusion of the program, students will be able to:

1. Exhibit professional hospitality administration knowledge, skills, and abilities.
2. Execute core management concepts in the areas of hospitality accounting, finance, human resources, marketing, operations, and technology.
3. Describe the fundamental principles of leadership and demonstrate successful leadership skills.
4. Utilize critical thinking, problem solving, written and oral communication, and investigative skills specific to hospitality administration.
5. Apply experiential learning experiences acquired through courses, work experience, and internship to become a successful professional.
6. Demonstrate best practices to meet ever changing guest needs and expectations.

**Lodging and Club Management Emphasis Learning Outcomes**

At the conclusion of the program, students will be able to:

1. Understand and analyze the functions of lodging and club operations.
2. Distinguish guest needs specific to operational settings.

## **Tourism and Event Management Emphasis Learning Outcomes**

At the conclusion of the program, students will be able to:

1. Understand and analyze the role of tourism and event management.
2. Plan, organize, coordinate, develop, and evaluate the issues related to tourism planning and event management.

## **Food and Beverage Management Emphasis Learning Outcomes**

At the conclusion of the program, students will be able to:

1. Understand and analyze the function of food and beverage operations.
2. Manage the entire operation; coordinate and evaluate all aspects of food and beverage services.

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Office Hours: M: 8:00-12:00 & 2:00-3:00

W: 8:00- 12:00 & 2:00-3:00

## **COURSE DESCRIPTION**

HA/RP 4113 is designed to help students understand major concepts of human resource management in hospitality, parks, and recreation industries. The course focuses on human resource management including employee training programs, management training programs, evaluation, and development of workforce.

## **COURSE MATERIALS**

1. Required text:  
DeNisi, Angelo & Griffin, Ricky (2008). Human resources management,  
Publisher: Houghton Mifflin Company.  
ISBN: 978-0-618-79419-5

## **COURSE OBJECTIVES**

At the end of semester, the student will be able to:

- Analyze relationships between levels of management and an organization's structure.
- Define terminology common to the study of management.
- Describe the role and function of managers as professionals in the hospitality field.
- Understand the procedures of recruitment and selection.
- Explain the development of basic management skills.
- Analyze ethical behavior in human resource decisions.

- Apply practices to recruitment, selection, development, and appraisal of management personnel.

### COURSE POLICIES

- Students are required to read assigned chapters.
- Students are expected to turn in assignments on time.
- Students are required to check an e-mail daily.
- Blackboard will be used throughout the semester to post notes, grades, and more.

### COURSE GRADING

Exam #1	100
Exam #2	100
Final exam	100
Review and discussion questions (14@10)	140
Case study analysis (3 @ 30)	90
Ethical dilemma (1 @50)	50
Syllabus Quiz	20
<b>Total</b>	<b>600 points</b>

### Grading Scale (%)

A	B	C	D	F
100-90	89-80	79-70	69-60	59-0

### EXAMS

Exam will be given as scheduled and covers the chapters, cases, and class activities. *Please, notify the instructor prior to the exam if illness or other extenuating circumstances will force you to miss the exam date. No make-up exam will be allowed unless you have the instructor's prior permission. No one will be exempt from the final exam.*

#### Exam dates:

- Exam #1 (CH 1-4): Monday, 9/22
- Exam #2 (CH 5-8): Monday, 10/27
- Final exam (CH 9-14): Friday, 12/12 but if you want to take the final earlier than 12/12, please, notify the instructor in advance. **Early final exam will be available on Dec 11, 2014.**

#### What is the format of the exams?

- Exams will include **50 multiple-choice questions**. Questions will come from the textbook. The exams are non-cumulative and the **final exam is not comprehensive**. There will be one hour for taking each exam.

## REVIEW AND DISCUSSION QUESTIONS

You will be responsible for reading assigned chapters and answering the selected review and discussion questions. You will find the questions at the end of each chapter. For your convenience, this can be done in blackboard.

### *Due dates for Review and Discussion Questions*

<b>Review and Discussion Questions</b>	<b>Due date</b>
Ch 1: Q1, 3, 4, 5, & 10 (Pg 30.)	11PM, 9/27
Ch 2:Q1, 3, 5, 8, & 9 (Pg 65-66.)	11PM, 9/27
Ch 3: Q2,3,4,6, & 8 (Pg. 100)	11PM, 9/27
Ch 4:Q 1,4,6,7 & 10 (Pg. 130)	11PM, 9/27
Ch 5: Q 1,2,4,5 & 7 (Pg. 172)	11PM, 10/25
Ch 6: Q1,2,3, 8, &9 (Pg. 205)	11PM, 10/25
Ch 7:Q1,2,5,6, & 7 (Pg. 240)	11PM, 10/25
Ch 8: Q1,2,3,4, & 5 (Pg. 278)	11PM, 10/25
Ch 9: Q1,2,3,6, & 9 (Pg. 313)	11PM, 12/6
Ch 10: Q1,2,5,8,&10 (Pg. 354)	11PM, 12/6
Ch 11; Q2,5,6,7 & 8 (Pg. 384)	11PM, 12/6
Ch 12: Q1,5,6,7 &8 (Pg. 410)	11PM, 12/6
Ch 13; Q1,2,6,7 & 10 (Pg. 444)	11PM, 12/6
Ch 14: Q1,2,3,5 & 7 (Pg. 476)	11PM, 12/6

### *How can I do my review question assignments in blackboard?*

1. Click on “review and discussion Q” in the menu bar on the left side of blackboard.
2. Click the link of chapter that you want.
3. You will find the questions that are from our textbook and just type your answers under each question.
4. When you are done, click “save and submit”.

## CASE STUDY ANALYSIS

You are required to submit a total of three case study analysis reports through the fall semester by the designated deadline. Each write up should be 1-2 pages, typewritten, and double-spaced. Case study will be posted on blackboard. **Provide your name, course name, and ONLY your answers when you submit your assignment.**

### *Some general guidelines for case study analysis:*

- Read the case thoroughly and consider the questions posed at the end of the case.
- Define the central issues facing the organization.

- Determine the pertinent areas of strategic human resources management that should be considered.
- Evaluate all the available data

***Required paper format:***

- *12 font Times New Roman*
- *1” margin for all four sides*
- *At least one page in double space*
- *No cover page is required*
- *Do not type case study questions.*
- *Type your name, course name, case study # in the upper right corner of the first page before start typing your answers.*
- ***Use numbering format for your answers***

***Case study analysis due dates:***

- Case study# 1-11PM, 9/20
- Case study #2-11PM, 10/25
- Case study #3-11PM, 11/22

***Where can I find case study assignments?***

Case study assignment will be posted in the menu bar on the left side of blackboard.

If you registered in RP 4113, click on "case study RP 4113".

If you registered in HA 4113, click on "case study HA 4113".

\*\* If you are majoring in ***Health information Management***, please review both the case study of HA and RP in the menu bar and then select case study that you are interested in.\*\*

**Submission of case study assignments:**

1. Click on “case study drop box.”
2. Click the title of the assignment to which you want to submit.
3. Attach a file by clicking on browse my computer and locating the file on your computer.
4. Click “submit”

**\*\*\*PLEASE attach your file. DO NOT COPY and PASTE your assignment into the comment box.**

**ETHICAL DILLEMA**

Ethical dilemma scenario will be assigned to students and each student is required to identify and explain why the situation is an ethical dilemma. Describe action steps with best practices and ethical standards and make decisions for the ethical dilemma scenario.

***Paper format***

- ***12 font, Times New Roman, double spacing, at least 3 pages, and margins of 1” on all four sides.***
- **Provide only your answers.**

*Ethical dilemma due dates: 11 PM, Nov 15*

**Submission of case study assignments:**

1. Click on “Ethical dilemma drop box in the menu bar on the left side of blackboard.”
2. Click the ethical dilemma.
3. Attach a file by clicking on browse my computer and locating the file on your computer.
4. Click “submit”

**\*\*\*PLEASE attach your file. DO NOT COPY and PASTE your assignment into the comment box.**

**SYLLABUS QUIZ**

This quiz helps students make sure they understand the important policies of the course before they embark into the course.

*Syllabus quiz due date: 11PM, Sept 6.*

**LATE SUBMISSION POLICY**

**\*\*\*Late submission** (CASE STUDY/ETHICAL DILLEMA) will be accepted *within 24 hours* (between 11:01 PM of the assignment due date and 11:00 PM of the next day) and *with 20% reduction* from the score earned for the submission. After 24 hours, your assignment **will not be accepted.**

**ACADEMIC DISHONESTY/PLAGIARISM/ETHICS POLICY\*\*\***

**Each student must agree the following statement of student behavior:**

- 1) **Completing and submitting class materials such as homework, quizzes, exams, and projects in my name.**
- 2) **Understanding policy of plagiarism that directly copy from books, publication, the internet, or other student work.**
- 3) **Cheating that is made to gain undeserved intellectual credit or advantage**

**The university is strongly committed to upholding standards of academic integrity. Any incident of academic dishonesty/misconduct will be reported to the Dean of Student Office. Any form of academic dishonesty may result in a grade of F.**

### Tentative Class Schedule (HA/RP 4113)

Class Week	Topic	Assignment due date	Review and Discussion Questions Due Date
8/27	<b>Introduction to course</b> <b>Ch 1</b> The nature of human resource management		
9/1	<b>Ch 2</b> The legal environment	<b>Syllabus Quiz</b> <b>9/6, 11PM</b>	
9/8	<b>Ch3</b> The global environment		
9/15	<b>Ch 4</b> The competitive environment	<b>Case study #1</b> <b>(9/20 by 11:00PM)</b>	
9/22	<b>Exam #1 (CH 1-4): Monday, 9/22</b> <b>Test will be available:</b> <b>From 6AM to 11PM.</b>		<b>9/27, 11PM- Ch 1,2,3 &amp; 4</b>
9/29	<b>Ch 5</b> Information for making human resource decisions		
10/6	<b>Ch 6</b> Organizational form and structure		
10/13	<b>Ch 7</b> Recruitment and selection		
10/20	<b>Ch 8</b> Managing the diverse workforce	<b>Case study #2</b> <b>(10/25 by 11:00 PM)</b>	<b>10/25, 11PM- Ch 5,6,7 &amp; 8</b>
10/27	<b>Exam # 2 (CH 5-8): Monday, 10/27</b> <b>Test will be available: From 6 AM to 11PM.</b>		
11/3	<b>Ch 9</b> Compensation and benefits		
11/10	<b>Ch 10</b> Performance appraisal and career management	<b>Ethical dilemma</b> <b>(11/15 by 11:00PM)</b>	
11/17	<b>Ch 11</b> Managing labor relations	<b>Case study #3</b> <b>(11/22 by 11:00PM)</b>	
11/24	<b>Ch 12</b> Safety, health, well-being, and security		
12/1	<b>Ch 13 &amp; 14</b> Motivation at work Performance enhancement techniques		<b>12/6, 11PM- Ch 9,10,11, 12, 13 &amp; 14</b>
12/12	<b>Final exam(CH 9-14) : Friday, 12/12</b> <b>Test will be available: from 6 AM to 11 PM.</b>		

**\*\*Note: any aspect of this syllabus is subject to change by the instructor.\*\***