

## PROPOSAL FOR COURSE CHANGE

To: Curriculum Committee

From: Parks, Recreation and Hospitality Administration (PRHA)

Date submitted: August 18, 2008

Request for: Course addition

Submitted by: Theresa Herrick

Approved by: Department Head: Theresa Herrick

Dean of School: Willy Hoefla

Reviewed by: Registrar: Jammy Kuder

Vice President: \_\_\_\_\_

- I. **Catalog description:** Prerequisites: Senior standing, MGMT 3003, HA 4013. Solving practical hospitality and tourism management problems through planning, establishment of policy, analysis and application of qualitative and/or quantitative methods.

Number: HA 4203

Title for Catalog: Hospitality Operational Problem Solving

Title for Inventory: Hospitality Problem Solving

Effective date or term: Fall 2009

### II. Justification and feasibility of course:

#### A. What is the need for this course? Who will take it?

1. Students will assess decision making models and adapt them to critical thinking skills.
2. Students will analyze ethical issues in hospitality settings.

app CC 9/19/08  
app FS 10/8/08

3. Students will demonstrate quantitative and qualitative methods of problem solving.
4. Students will analyze administrative processes in hospitality setting.

*Hospitality students (majors and minors) will be the primary consumers.*

**B. How does it relate to other work being offered by your department? Is there an overlap with other courses in the department?**

This is the primary course in the hospitality curriculum which will emphasize critical thinking and problem solving. Other courses may touch on critical thinking and problem solving, but they will be the primary purpose for HA 4203. There is no overlap with other HA courses.

**C. Is this course part of any general plan of development within your department? Explain.**

This course will be part of the 43 credit hours of core requirements for all Hospitality Administration majors.

**D. How often will the course be offered.** Once each academic year.

**E. How will the course be staffed?** Current Hospitality faculty.

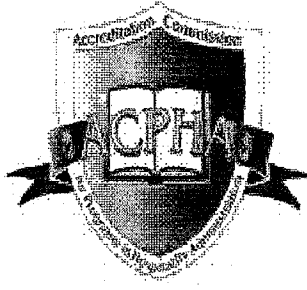
**F. When applicable, state with which departments you have specifically coordinated this change?** None. It will be difficult for other majors to take this course as an elective because of the prerequisites. Hospitality majors are required to take both MGMT 3003 and HA 4013. Management and Marketing majors may also meet the prerequisite requirements.

**G. How does this course integrate with the assessment process of the department?**

This course will cover the following standards adopted by the Accreditation Commission for Programs in Hospitality Administration listed in the Hospitality Administration Assessment Plan. Students will have "knowledge and understanding of the general principles of the following areas and specific applications in hospitality management:

- ethical considerations and socio-political influences affecting organizations
- quantitative methods and management information systems, including computer applications
- administrative processes, including the integration of analysis and policy determination at the overall management level
- organizational theory, foundations of management, leadership theory, strategic management, and exposure to critical thinking skills.

Learning outcomes will be measured through exam questions, case studies, and role playing.



## **HA 4203. Hospitality Operational Problem Solving.**

### **Hospitality Mission Statement**

The mission of the Hospitality Administration Program is to provide quality education in hospitality administration and provide a foundation for professional growth and development. This is achieved by:

- Providing knowledge and skills 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.

### **Catalog Description**

**HA 4203 Hospitality Operational Problem Solving.** Prerequisites: Senior standing, MGMT 3003, HA 4013. Solving practical hospitality and tourism management problems through planning, establishment of policy, analysis and application of qualitative and/or quantitative methods.

### **Texts:**

Edgington, C. , Hudson, S. D., Landford, S. V. and Larsen, D. (2008). *Managing Recreation, Parks and Leisure Services*. Champaign: Sagamore Publishing.

Covey, Stephen R. (2004). *The 8<sup>th</sup> Habit*. New York: Simon & Shuster (Free Press) ISBN 13-978-0-7432-8793-7 (pbk).

Fisher, William P. (2002). *Executive decisions: Hospitality case studies in leadership, ethics, employee relations, and external relations*. East Lansing: American Hotel and Lodging Educational Institute. ISBN 978-0-86612-240-5.

## Learning Outcomes and Assessment Methods

Course number	Course title	ACPHA Standards	Learning Outcomes	Artifacts
HA 4203	Hospitality Operational Problem Solving	Knowledge of ethical considerations and socio-political influences affecting organizations.	Student will <i>analyze</i> ethical issues in hospitality settings.	Exam questions; case study
		Knowledge of organizational theory, foundations of management, leadership theory, strategic management, and exposure to critical thinking skills	Student will <i>assess</i> decision making models and <i>adapt</i> them to critical thinking skills.	Exam questions; case studies; role playing
		Knowledge of quantitative methods and management information systems, including computer applications.	Student will <i>demonstrate</i> quantitative and qualitative methods of problem solving.	Case studies; problem solutions
		Knowledge of administrative processes, including the integration of analysis and policy determination at the overall management level.	Student will <i>analyze</i> administrative processes in hospitality setting.	Exam questions; case studies

## HA 4203 COURSE OUTLINE

<u>Class Date</u>	<u>Subject</u>	<u>Readings &amp; Assignments</u>
Week 1	Introduction; The Pain, The Problem, The Solution	Covey Chap 1 - 3
Week 2	Decision Making and Problem Solving	Edgington Chap 8
	Find Your Voice	Covey Chap 4, 5
Week 3	Inspire Others to Find Their Voice	Covey Chap 6
	Case Study # 1	Fisher , Part I Leadership
Week 4	Modeling and Pathfinding	Covey Chap 7 - 11
	Management Theory and Practice	Edgington, Chap 2
Week 5	Execution – Aligning and Empowering	Covey Chap 12, 13
Week 6	The Age of Wisdom; Case Study #2	Covey Chap 14, 15
Week 7	Twenty Most Commonly Asked	Covey App 2, pp 318 –

	Questions, Leadership Theories Mid-term Exam	328.
Week 8	Leadership and Management	Covey App 1, 3, 4, 5
Week 9	Ethics in Hotel Operations Case Study #3	Fisher, Part II Ethics
Week 10	Ethics (cont'd)	Fisher, Part II Ethics
Week 11	Employee Relations	Fisher, Part III Employee Relations
Week 12	Hotel Information Technology	Fisher, Part I Leadership
Week 13	Legal Issues in Hospitality (Case Study #4)	Fisher, Part I Leadership
Week 14	Multi-Cultural Management	Fisher, Part I Leadership
Week 15	Overview and Wrap	
	Final Exam	