# San José State University

# Department of Hospitality, Tourism and Event Management

# HSPM 121 Hospitality Leadership and Management

# Section 1, 3 units

**Fall 2017**

## Contact Information

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| --- | --- |
| Instructor: | T Thompson |
| Office Location: | TBA |
| Telephone: | TBA |
| Email: | Terry.thompson@sjsu.edu |
| Office Hours: | By appointment |
| Class Days/Time: | Wednesday 6:00-8:45 pm |
| Classroom: | Macquarrie Hall 324 |
| Prerequisites: | HSPM 1, 65 |

## Faculty Web Page and MYSJSU Messaging

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on my faculty web page at http://www.sjsu.edu/people/firstname.lastname. You are responsible for regularly checking with the messaging system through MySJSU (or other communication system as indicated by the instructor) to learn any updates.

## Course Description

Theory and practice of management and leadership principles in a hospitality operation. Topics include: manager’s roles, leadership principles, goal setting, power and empowerment, communication skills, coaching and team building, diversity, career planning, and organizational development.

## Course Goals and Learning Objectives

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

SLO 1 Explain the differences between leadership and management.

SLO 2 Identify the essential behavioral qualities, skills and abilities exhibited by outstanding leaders.

SLO 3 Outline the communication process, and describe barriers to effective communication.

SLO 4 Describe the nature of and need for coaching in today's hospitality organization.

SLO 5 Develop guidelines that can help managers handle organizational conflict.

SLO 6 Describe forces of change that have made team-building a high priority for many hospitality organizations.

SLO 7 Lead a team building activity.

SLO 8 Explain how organizations can foster diversity in the workplace.

## Required Texts/Readings

### Textbook

*Woods, R. H., King, J. Z., and Sciarini, M. S. (2012). Leadership and Management in the Hospitality Industry, 3rd.ed. Lansing, MI: American Hotel & Lodging Educational Institute. ISBN: 978-0133076912.*

## Library Liaison

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## Course Requirements and Assignments

|  |  |  |
| --- | --- | --- |
| Assignments. | Percent. | SLOs |
| Participation and discussion. | 15 | All SLOs |
| Quizzes. | 25. | All SLOs |
| Student Leadership Practices Inventory 360. | 10. | 2, 3, 4 |
| Team Building Activity. | 20. | 4, 5, 6, 7 |
| Mid-term Examination. | 15. | 1, 3, 4, 7 |
| Final Examination | 20. | 3, 4, 5, 6 |
| Total. | 105. |  |

Participation and discussion, 10%

Participation in this course is expected. To receive maximum benefit from this course, you are expected to attend all classes, come prepared, and actively participate in the discussion. Late arrival and early departure in class are marks of disrespect, unprofessionalism, and interrupt class. Please be on time. Evaluation of participation will be based on participation in class **discussions and exercises,** completion of reading assignments, review questions, discussion questions, and homework.

Quizzes, 25%

Both scheduled/pop and in-class/online quizzes will be given in class. Scheduled quizzes will be announced. No make up quiz will be given.

Student Leadership Practices Inventory 360, 10%

The Student Leadership Practices Inventory 360 instrument is an essential tool to help students gain perspective into how they see themselves as a leader, how others view them, and what actions students can take to improve their leadership skills.

Team Building Activity, 20%

Students in groups will design and lead a team building activity.

Mid-term (15%) and Final Examinations (20%)

The format may be true/false, multiple choice, short answer, or problems. The instructor will not administer make-up examinations unless there is an acceptable excuse. If you know that you will not be able to take an exam during its scheduled time, please inform the instructor and make appropriate arrangements.

## Grading Policy

|  |  |  |
| --- | --- | --- |
| A+ = 100-97% | A = 96-93% | A minus = 92-90% |
| B+ = 89-87% | B = 86-83% | B minus = 82-80% |
| C+ = 79-77% | C = 79-77% | C minus = 72-70% |
| D+ = 69-67% | D = 66-63% | D minus = 62-60% |
| F = 59-0% Unsatisfactory |  |  |

## Classroom Protocol

Students are expected to attend class regularly, arrive promptly, have completed the required readings for the session before coming to class, and participate thoughtfully in all in-class activities. Cell phones must be turned off and stowed at all times. Lecture notes and/or PowerPoint slides are available on Canvas. Class materials should be downloaded from the course website and brought to class either as a hard copy or on your laptop. Laptops and tablets are permitted in class for **group work ONLY**, and their use will be closely supervised by the instructor. If any student is found to be using a laptop or tablet for non-class purposes, the student will be prohibited from using the device(s) in class for the remainder of the semester.

Please make a sincere attempt to arrive on time. If you arrive late, please enter the classroom quietly. It is difficult to educate fellow classmates with constant interruptions at the door. If you miss a class, given the size of this class, it is your responsibility to catch up.

## University Policies

Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs’ [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at http://www.sjsu.edu/gup/syllabusinfo/”

# HSPM 121 Hospitality Leadership and Management

# Fall 2017 Course Schedule

# The instructor reserves the right to revise this tentative schedule with fair advanced notice in order to enhance the achievement of learning objectives. Any revision will be announced in class and through e-mail. It is the student’s responsibility to be aware of all classroom discussions, assignments, and changes in course requirements.

## Course Schedule

| Week | Date | Topics, Readings | Assignments, Deadlines |
| --- | --- | --- | --- |
| 1 |  | Course Introduction.  Management and leadership. | SLO 1. |
| 2 |  | Chapter: 1 Managing Organizational Change. | SLO 1, 8 |
| 3 |  | Chapter 2 The Changing Nature of Leadership and Management. | SLO 2.  Student Leadership Practices Inventory 360. |
| 4 |  | Chapter 7 Goal-Setting, Coaching, and Conflict-Management Skills. | SLO 6, 7.  Quiz 1—Chapters 1, 2. |
| 5 |  | Chapter 8 High-Performance Teams  Team-Building Activity Design. | SLO 6, 7. |
| 6 |  | Team-Building Activity. | SLO 6, 7.  Quiz 2—Chapter 7, 8. |
| 7 |  | Chapter 5 Power and Empowerment. | SLO 1, 2. |
| 8 |  | Mid-term Examination. |  |
| 9 |  | Chapter 6 Communication Skills. | SLO 3, 5 |
| 10 |  | Chapter 3 The Quest for Quality. | SLO 2. |
| 11 |  | Chapter 9 The Challenge of Diversity. | SLO 4, 6.  Quiz 3—Chapter 6, 3. |
| 12 |  | Chapter 4 Continuous Improvement-Process and Tools. | SLO 2, 4. |
| 13 |  | Chapter 10 Strategic Career Planning. | SLO 8.  Quiz 4, Chapters 9, 4. |
| 14 |  | Chapter 11 A Look at Ethics. | SLO 8. |
| 15 |  | Thanksgiving. |  |
| 16 |  | Course Review. | Quiz 5, Chapters, 10, 11. |
| Final Exam |  | Venue and Time. |  |