

San José State University
Hospitality Management
HSPM 134, Human Resource Management, Section 2, Spring 2014

Instructor: Alice Southwell
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Office Hours: By Appointment
Class Days/Time: MW 9:00 am – 10:15 am

Classroom: Central Classroom Bldg #102
Prerequisites: HSPM 001

Learning Management Tool and MySJSU:

Copies of the course materials such as the syllabus, major assignment handouts, etc. may be found on Canvas **Login URL:** <http://sjsu.instructure.com>. Log in using your My SJSU username and password.

Course Description:

Students will explore HR functions in a business setting with focus on knowledge and skills development required by managers. Emphasis will be placed on recruitment, selection, staff training and development, legal issues, performance appraisal, motivational strategies, business ethics and labor relations within an organizational structure.

Student Learning Objectives:

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

1. Demonstrate the ability to discriminate between situations that require supervision, leadership and/or management skills within an organizational environment.
2. Demonstrate knowledge on how legislation affects personnel supervision.
3. Demonstrate knowledge of recruitment, selection, compensation, retention, motivation, and evaluation issues, HR policies, and procedures.
4. Write a job description and understand the importance of a job analysis.
5. Demonstrate knowledge of current issues in human resource planning.

6. Know what questions you can ask in a job interview from the employer side.
7. To develop in students critical decision making skills and exposure to policy development and implementation thru case studies.
8. To develop in learners a nuanced appreciation of and respect for ethnic, racial, and cultural diversity in the workplace.

Required Readings:

Woods, Johanson, and Sciarini: Managing Hospitality Human Resources (5th edition).

American Hotel and Lodging Association.

Class Notes:

- The course will primarily focus on HR functions through readings, case studies, guest speakers, class activities and/or assignments. Writing and speaking skills will be evaluated on the basis of insight, synergy, and completeness.
- Most of the class sessions will be discussion-based with ample opportunity for students to provide their input to those discussions. Students are expected to stay abreast of current topics and events related to human resource management as found in academic and trade journals, newspapers, and magazines.
- Students must create an account at www.hotelbusiness.com to receive industry news.
- This course is designed to provide both classroom instruction and Case study analysis.
- **Classroom protocol:** Students will be expected to conduct themselves professionally in the classroom. Students are expected to be prepared for class by having read the assigned materials and to participate in all discussions regarding the topic. It is expected that you will arrive on time for all class meetings and labs, come prepared with work done in advance when needed, take notes throughout lectures, put away and turn cell phones silent, and use laptops for course work only. If you need to leave early from class, let your instructor know in advance.
- You are responsible for regularly checking with the messaging system through Canvas.
- Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of forty-five hours over the length of the course. This would include preparing for class, participating in course activities, and

completing assignments/projects/labs. Generally this will amount to 3 hours a week outside of class.

Additional Notes on the Written Course Assignments

- A. Written assignments have students name on first page – clear & legible.
- B. Keep a copy for your records all assignments submitted for grading or review.
- C. Points will be deducted from all assignments for poor spelling, grammar, sentence structure, neatness, and lack of substantive content.
- D. Great learning experiences come from insightful reflection with text exercises and active and engaged dialog with peers. Class requires students to think critically and demonstrate professional decorum while examining HR issues.
- E. No assignments accepted via e-mail. Canvas required method of delivery.
- F. In fairness to students who submit work on time, late assignments will not be accepted without prior instructor approval.

Summary of Evaluation Criteria - Course Grade Requirements

Assignments	Points / Percentage	SLO
Critical Application 1-C: Resolution: Close Down the HR Department?	20	1, 2, & 5
Critical Application 3-B: Religious Discrimination	20	2, 3 & 8
Job Description Assignment	20	4
Behavior Based Interview Questions	20	6
Case Study: The Viking Hotel	20	1-8
<i>Participation in class discussions</i>	50	
Tests (4)	100	1-8
Total	250	

On-Line Assignments

INSTRUCTIONS: Instructor will assign the above activities on-line. Each student will be evaluated on their ability to lend substantive comments and ideas to the solutions required based on the following rubric for written assignments.

Scoring Rubric – Written Assignments 20 Total Points

_Content (12 points possible):

12 points – All required criteria for the assignment are present.

10 points – The paper includes all aspects of the assignment; however, they are not dealt with as much detail as in the above category, or one aspect may not be dealt with in sufficient detail. The assignment may not make a compelling case, or may have minor problems in its format.

8 points – An aspect of the assignment is dealt with only minimally, or multiple aspects may lack detail.

1-6 points – An aspect of the assignment is neglected, or multiple assignment components are dealt with poorly. The paper does not make an effective case.

Writing (8 points possible):

8 points – The paper is well written. Its form is correct; there are no mechanical errors, no problems with grammatical usage, sentence structure, or word choice.

6 points – The assignment is generally well written. Mechanical errors are minor and/or few in numbers. Problems with grammatical usage, sentence structure, and word choice are minimal.

4 points – The assignment is coherent, but has numerous and/or major errors in form, mechanics, grammatical usage, and word choice.

0-2 points – The assignment may contain gross errors in form, mechanics, grammatical usage, or word choice. The organization may be poor as to make it incoherent.

A plus = 96.5–100%	A = 92.5–96.4%	A minus = 89.5–92.4%
B plus = 86.5–89.4%	B = 82.5-86.4%	B minus = 79.5-82.4%
C plus = 76.5-79.4%	C = 72.5-76.4%	C minus = 69.5-72.4%
D plus = 66.5-69.4%	D = 62.5-66.4%	D minus = 59.5-62.4%
	F = Less than 59.5%	

University Policies.

Academic integrity:

Your commitment as a student to learning is evidenced by your enrollment at San Jose State University. The [University's Academic Integrity policy](http://www.sjsu.edu/senate/S07-2.htm), located at <http://www.sjsu.edu/senate/S07-2.htm>, requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of

Student Conduct and Ethical Development. The [Student Conduct and Ethical Development website](http://www.sjsu.edu/studentconduct/) is available at <http://www.sjsu.edu/studentconduct/>.

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person's ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include your assignment or any material you have submitted, or plan to submit for another class, please note that SJSU's Academic Policy S07-2 requires approval of instructors.

Campus Policy in Compliance with the American Disabilities Act:

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 requires that students with disabilities requesting accommodations must register with the [Disability Resource Center](http://www.drc.sjsu.edu/) (DRC) at <http://www.drc.sjsu.edu/> to establish a record of their disability.

Dropping and Adding.

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the current semester's [Catalog Policies](http://info.sjsu.edu/static/catalog/policies.html) section at <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines can be found on the [current academic calendar](http://www.sjsu.edu/academic_programs/calendars/academic_calendar/) web page located at http://www.sjsu.edu/academic_programs/calendars/academic_calendar/. The [Late Drop Policy](http://www.sjsu.edu/aars/policies/latedrops/policy/) is available at <http://www.sjsu.edu/aars/policies/latedrops/policy/>. Students should be aware of the current deadlines and penalties for dropping classes.

Information on latest changes at the [Advising Hub](http://www.sjsu.edu/advising/) at <http://www.sjsu.edu/advising/>.

Student Technology Resources:

Computer labs for student use are available in the Academic Success Center located on the 1st floor of Clark Hall and on the 2nd floor of the Student Union. Additional computer labs may be available in your department/college. Computers are also available in the Martin Luther King Library.

SJSU Peer Connections

The Learning Assistance Resource Center (LARC) and the Peer Mentor Program have merged to become Peer Connections. Peer Connections is the new campus-wide

resource for mentoring and tutoring. Our staff is here to inspire students to develop their potential as independent learners while they learn to successfully navigate through their university experience. Students are encouraged to take advantage of our services which include course-content based tutoring, enhanced study and time management skills, more effective critical thinking strategies, decision making and problem-solving abilities, and campus resource referrals.

In addition to offering small group, individual, and drop-in tutoring for a number of undergraduate courses, consultation with mentors is available on a drop-in or by appointment basis. Workshops are offered on a wide variety of topics including preparing for the Writing Skills Test (WST), improving your learning and memory, alleviating procrastination, surviving your first semester at SJSU, and other related topics. A computer lab and study space are also available for student use in Room 600 of Student Services Center (SSC).

Peer Connections is located in three locations: SSC, Room 600 (10th Street Garage on the corner of 10th and San Fernando Street), at the 1st floor entrance of Clark Hall, and in the Living Learning Center (LLC) in Campus Village Housing Building B. Visit [Peer Connections website](http://peerconnections.sjsu.edu) at <http://peerconnections.sjsu.edu> for more information.

SJSU Writing Center

The SJSU Writing Center is located in Suite 126 in Clark Hall. It is staffed by professional instructors and upper-division or graduate-level writing specialists from each of the seven SJSU colleges. Our writing specialists have met a rigorous GPA requirement, and they are well trained to assist all students at all levels within all disciplines to become better writers. The [Writing Center staff](#) can be found at <http://www.sjsu.edu/writingcenter/about/staff/>.

**HSPM 134, Human Resource Management, Section 2, Spring 2014
Timetable**

Week:	Chapter:	HW and On-line Class Activities:
1 – January 27 th	Syllabus review and Strategic Role of HR Ch. 1 – Employment Law Workforce Diversity and EEOC	Read Ch. 1 and Ch. 2
2 – February 3 rd	Ch. 2 – Job Analysis and Job Design	2/3 Critical Thinking Apps 1C and 3B
3 – February 10 th	Ch. 3 – Planning and Recruitment	Read Ch. 3
4 – February 17 th	Test #1: Chapters 1 thru 3 on-line Wednesday 2/19	2/17 Job Description Due
5 – February 24 th	Ch. 4 - Employee Selection	Read Ch. 4 2/26 BBI Questions Due
6 – March 3 rd	Ch. 5 – Orientation, Socialization and Culture	Read Ch. 5
7 – March 10 th	Ch. 6 – Training and Development	Read Ch. 6
8 – March 17 th	Ch. 7 – Employee Performance and Appraisals	Read Ch. 7
9 – March 24 th	Spring Break	
10 – March 31 st	Test #2 – Chapters 4 thru 7 On-line Wednesday 4/2	3/31 Viking Hotel Case Due
11 – April 7 th	Ch. 8 and Ch. 9 – Compensation and Benefits	Read Ch. 8 and 9
12 – April 14 th	Ch. 10 – Labor Unions	Read Ch. 10 and 11

13 – April 21 st	Ch. 11 – Negotiation & Collective Bargaining	
14 – April 28 th	Test #3 – Chapters 8 thru 11 On-line Wednesday 4/28	
15 – May 5 th	Ch. 12 –Health and Safety, Ch.13 – Turnover and Discipline	Read Ch. 12 thru 14
16 – May 12 th	Ch. 14 – Social Responsibility and Ethics	
Final – May 16th 7:15am – 9:30am	Chapters 12 thru 14	

Note: Class activities, topics and assignments due dates - subject to change based on instructor assessment of class pedagogical and learning needs.