

San José State University
Department of Hospitality Management
HSPM 065 – Professional Seminar in Hospitality Management (47685)
Spring 2015

Instructor:	Dr. Yinghua (Michelle) Huang
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Office Hours:	Monday, 10:30 am to 11:45 pm. Wednesday, 10:30 am to 11:45 pm Friday, 10:15 am to 11:45 pm.
Class Days/Time:	Friday, 9:00 to 9:50 am
Classroom:	Clark Hall 222
Prerequisites:	Hospitality, Tourism and Event Management Majors only Pre/Co-requisite HSPM 001

Course Description:

This course is designed specifically for students who have declared a major in the Hospitality, Tourism and Event Management degree. The topics selected will facilitate the student's entry into the academic program and the profession of hospitality management.

Student Learning Outcomes:

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

- CLO#1: describe the requirements and expectations of the hospitality, tourism and event management degree.
- CLO#2: demonstrate competence in using technology to facilitate learning experience.
- CLO#3: demonstrate competence using learning resources on the SJSU campus: including use of the Library, the Academic Success Center, the Learning Assistance Resource Center, the Writing Center, and the Peer Mentor Center.

CLO#4: collect information about current trends, and career development opportunities in the hospitality industry.

CLO#5: formulate strategies for preparing for career development.

Required Reading and Resources:

Feaver, P., Wasiolek, S. and Crossman, A. (2012). Getting the BEST out of college, Revised and updated edition. Berkeley, CA: Ten Speed Press. (ISBN: 978-1-60774-144-2) (BEST)

Disney Institute & Kinni, T. (2011). Be Our Guest, Perfecting the Art of Customer Service. Revised and Updated Edition. New York, NY: Disney Edition. (ISBN: 978-1423145844) (Disney)

SJSU Career Center

<http://www.sjsu.edu/careercenter/>

Library Liaison:

Christina Mune

Dr. Martin Luther King, Jr. Library

San Jose State University

Phone: 408-808-2046

Email: Christina.Mune@sjsu.edu, Website: <http://library.sjsu.edu/>

Helpful electronic resource: <http://libguides.sjsu.edu/hospitality>.

Classroom Protocol:

Policies outlined in the University Catalog and student handbook shall be enforced as defined. Further, instructor policies identified in this syllabus shall be the governing structure for this course and shall be enforced as defined. Plagiarism and cheating on examinations will be penalized to the fullest extent of University regulations. Students are encouraged to take the plagiarism tutorial offered by the King Library, <http://tutorials.slibrary.org/plagiarism/index.htm>.

Classroom Philosophy:

The instructor expects students to make a sincere effort to attend class and arrive to class on time. If you arrive late, please enter the classroom quietly. It is difficult to educate fellow

classmates with constant interruptions at the door. Late arrival and early departure in class are marks of disrespect, unprofessional, and interrupt class.

Dropping and Adding:

Students are responsible for understanding the policies and procedures regarding add/drops, academic renewal, etc. Information on add/drops are available at <http://info.sjsu.edu/web-dbgen/narr/soc-fall/rec-298.html>. Information about late drop is available at <http://www.sjsu.edu/sac/advising/latedrops/policy/>. Students should be aware of the current deadlines and penalties for adding and dropping classes.

Course Requirements and Assignments:

SJSU classes are designed such that in order to be successful, it is expected that students will spend a minimum of forty five hours for each unit of credit (normally three hours per unit per week), including preparing for class, participating in course activities, completing assignments, and so on. More details about student workload can be found in University Policy S123 at <http://www.sjsu.edu/senate/docs/S123.pdf>.

Participation, 20%

Participation in this course is expected. Evaluation of participation will be based on participation in class discussions and exercises, completion of reading assignments, review questions, and discussion questions.

Quizzes, 20%

Both in-class and online quizzes will be given. No makeup quiz is allowed.

Personal Profile/Resume, 20%

Students are required to develop a personal profile for career planning.

Volunteer service, 20%

Students are required to volunteer for at least 10 hours for a local non-profit organization related to hospitality, for example the Second Harvest Food Bank. A reflection paper of 500 words is due by the end of semester.

Homework, 20%

Course Grading

A+ = 100-96%	A = 95-93%	A minus = 92-90%
B+ = 89-86%	B = 85-83%	B minus = 82-80%
C+ = 79-76%	C = 75-73%	C minus = 72-70%
D+ = 69-66%	D = 65-63%	D minus = 62-60%
F = 59-0% Unsatisfactory		

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, 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 is available at http://www.sa.sjsu.edu/judicial_affairs/index.html.

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 (DRC) at <http://www.drc.sjsu.edu/> to establish a record of their disability.

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.

A wide variety of audio-visual equipment is available for student checkout from Media Services located in IRC 112. These items include digital and VHS camcorders, VHS and Beta video players, 16 mm, slide, overhead, DVD, CD, and audiotape players, sound systems, wireless microphones, projection screens and monitors.

Learning Assistance Resource Center

The Learning Assistance Resource Center (LARC) is located in Room 600 in the Student Services Center. It is designed to assist students in the development of their full academic potential and to motivate them to become self-directed learners. The center provides support services, such as skills assessment, individual or group tutorials, subject advising, learning assistance, summer

academic preparation and basic skills development. The LARC website is located at <http://www.sjsu.edu/larc/>.

SJSU Writing Center

The SJSU Writing Center is located in Room 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 website is located at <http://www.sjsu.edu/writingcenter/about/staff/>.

Peer Mentor Center

The Peer Mentor Center is located on the 1st floor of Clark Hall in the Academic Success Center. The Peer Mentor Center is staffed with Peer Mentors who excel in helping students manage university life, tackling problems that range from academic challenges to interpersonal struggles. On the road to graduation, Peer Mentors are navigators, offering “roadside assistance” to peers who feel a bit lost or simply need help mapping out the locations of campus resources. Peer Mentor services are free and available on a drop –in basis, no reservation required. The Peer Mentor Center website is located at <http://www.sjsu.edu/muse/peermentor/>

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Course Schedule**

The instructor reserves the right to revise this tentative schedule 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.

Week	Date	Topics, Readings, Assignments, Deadlines
1	Jan. 23	Course Introduction HSPM Curriculum and Requirements Meet with HSPM faculty
2	Jan. 30	How to plan your college life Meet with HSPM student organizations BEST Ch 7: Getting what you come for
3	Feb. 6	Library Tour Research three companies that you would like to work for.
4	Feb.13	Volunteer Service (No Class)
5	Feb. 20	What do employers expect you to learn in college?
6	Feb. 27	How to use Excel
7	Mar.6	Excel exercise
8	Mar.13	Learning from HSPM Alumni
9	Mar.20	Customer service Disney, Be Our Guest , Chapters 1 to 3
10	Mar.27	Spring Break (No Class)
11	Apr.3	The Hospitality Industry
12	Apr.10	Customer service Disney, Be Our Guest, Chapter 4 to 5
13	Apr. 17	Career in Hospitality 1 SJSU Career Center Resume and cover letter
14	Apr. 24	Connect with Hospitality Associations
15	May 1	Industry Guest Speakers
16	May 8	Course Review