

San José State University
Department of Hospitality, Tourism and Event Management
HSPM 121 Hospitality Leadership and Management (Section 1, 23251)
Spring 2020

Course and Contact Information

Instructor(s):	Dr. Tsu-Hong Yen
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Email:	Tsu-hong.yen@sjsu.edu , preferred communication email
Office Hours:	Monday, 10:00 am to 12:00 pm Tuesday, 10:00 am to 2:00 pm Wednesday, 10:00 am to 12:00 pm
Class Days/Time:	Monday and Wednesday 12:00 pm to 1:15 pm
Classroom:	SH 120

Course Description

This course acquaints students with the 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.

Faculty Web Page and MYSJSU Messaging

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on [Canvas Learning Management System course login website](http://sjsu.instructure.com) at <http://sjsu.instructure.com>. You are responsible for regularly checking with the messaging system through [MySJSU](#) on [Spartan App Portal](#) <http://one.sjsu.edu> (or other communication system as indicated by the instructor) to learn of any updates. For help with using Canvas see [Canvas Student Resources page](#) (http://www.sjsu.edu/ecampus/teaching-tools/canvas/student_resources)

Course Learning Outcomes (CLO)

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

SLO 1 Explain the differences between leadership and management.

SLO 2 Describe the functions of management (planning, organizing, coordinating, staffing, directing, and controlling).

SLO 3 Identify the essential behavioral qualities, skills and abilities exhibited by outstanding leaders.

SLO 4 Discuss ethics and identify common ethical issues in the hospitality industry.

SLO 5 Describe the nature of and need for coaching in today's hospitality organization.

SLO 6 Develop guidelines that can help managers handle organizational conflict.

SLO 7 Describe forces of change that have made team-building a high priority for many hospitality organizations.

SLO 8 Design a team building activity.

SLO 9 Explain how organizations can foster diversity in the workplace.

SLO 10 Develop a leadership development plan.

Required Texts/Readings

Course required readings are available on Canvas.

Recommended reading

Gaudini, Gianna. (2019). The Art of Event Planning. ISBN: 9781733119627

Library Liaison

Carli Lowe, University Archivist, Liaison for Hospitality, Tourism and Event Management, Dr. Martin Luther King Jr. Library, San Jose State University, Phone: 408-808-2046, E-mail: carli.lowe@sjsu.edu. Helpful electronic resource: URL: <http://libguides.sjsu.edu/hospitality>.

Course Requirements and Assignments

Review the following policies and resources with your students:

- [University Syllabus Policy S16-9](http://www.sjsu.edu/senate/docs/S16-9.pdf) at <http://www.sjsu.edu/senate/docs/S16-9.pdf>.
- Office of Undergraduate Education's [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>

[University Policy S16-9](http://www.sjsu.edu/senate/docs/S16-9.pdf), Course Syllabi (<http://www.sjsu.edu/senate/docs/S16-9.pdf>) requires the following language to be included in the syllabus:

“Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of 45 hours over the length of the course (normally three hours per unit per week) for

instruction, preparation/studying, or course related activities, including but not limited to internships, labs, and clinical practica. Other course structures will have equivalent workload expectations as described in the syllabus.”

Final Examination or Evaluation

Insert descriptions of your final examination or evaluation information here. More details can be found in

[University policy S17-1](http://www.sjsu.edu/senate/docs/S17-1.pdf) (<http://www.sjsu.edu/senate/docs/S17-1.pdf>) which states that

“Faculty members are required to have a culminating activity for their courses, which can include a final examination, a final research paper or project, a final creative work or performance, a final portfolio of work, or other appropriate assignment.”

Assignments.	Percent.	SLOs
Participation and discussion.	10	All SLOs
Quizzes.	15	All SLOs
Homework	15	4, 5, 6, 7, 8
My Leadership Development Plan	10	2, 3, 4,
Term project.	20	4, 5, 6, 7, 8
Mid-term Examination.	15	1, 2, 3, 7, 8
Final Examination	15	4, 5, 6, 9, 10
Total.	100	

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, 15%

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.

Homework, 15%

Homework will be given in class. All homework are due to Canvas by deadline. Details will be announced in class.

My Leadership Development Plan, 10%

A personal leadership plan is one of the best tools to help you to plan for your career development. Your plan may include, but not limited, your career vision, your personal SWOT analysis, assessment of your leadership style and skills, connections between career plan and leadership development, and more.

Term Project, Team Building Activity, 20%

Students in groups will design a team building activity. Details will be given in class.

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

Semester letter grade will be determined by the following table.

<i>Grade</i>	<i>Percentage</i>
<i>A plus</i>	<i>96 to 100%</i>
<i>A</i>	<i>93 to 95%</i>
<i>A minus</i>	<i>90 to 92%</i>
<i>B plus</i>	<i>86 to 89 %</i>
<i>B</i>	<i>83 to 85%</i>
<i>B minus</i>	<i>80 to 82%</i>
<i>C plus</i>	<i>76 to 79%</i>
<i>C</i>	<i>73 to 75%</i>
<i>C minus</i>	<i>70 to 72%</i>
<i>D plus</i>	<i>66 to 69%</i>
<i>D</i>	<i>63 to 65%</i>
<i>D minus</i>	<i>60 to 62%</i>

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 the class for class-related purposes 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](http://www.sjsu.edu/senate/docs/S16-9.pdf) (<http://www.sjsu.edu/senate/docs/S16-9.pdf>), relevant university policy concerning all courses, such as student responsibilities, academic integrity, accommodations, dropping and adding, consent for recording of class, etc. and available student services (e.g. learning assistance, counseling, and other resources) are listed on [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo) (<http://www.sjsu.edu/gup/syllabusinfo>), which is hosted by the Office of Undergraduate Education. Make sure to visit this page to review and be aware of these university policies and resources.

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Spring 2020 Tentative 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.

Week	Date	Topics, Readings,	Assignments
1	1/27/2020	Course Introduction Drucker, P. (1986). Chapter 3 The New Changes.	

Week	Date	Topics, Readings,	Assignments
		Drucker, P. (1986). Chapter 4 The Dimensions of Management.	
1	1/29/2020	Management or leadership Algahtani (2014) Zalenznik, A. (1990).	Watch Crimson Tide (1995)
2	2/3/2020	The manager's roles Bohoris & Vorria (n.d.) Mintzberg, H. (1990).	
2	2/5/2020	The leader's roles Kotter, J. (2001) Heifetz, R.A., & Laurie, D.L. (2001)	
3	2/10/2020	What are soft skills? Deloitte. (2017).	Google: Top 10 soft skills you need
3	2/12/2020	How to become a leader? Goleman, D. (1998).	
4	2/17/2020	Leadership style	
4	2/19/2020		
5	2/24/2020	Ethic and integrity	Watch 12 Angry Men (1957)
5	2/26/2020		
6	3/2/2020	Emotional intelligence	
6	3/4/2020		
7	3/9/2020	Time management	
7	3/11/2020		
8	3/16/2020	The authentic leadership	
8	3/18/2020		
9	3/23/2020	Introduction to Design Thinking Team work and Group dynamic	
9	3/25/2020		

Week	Date	Topics, Readings,	Assignments
10	3/30/2020	Spring recess (no class)	
10	4/1/2020	Spring recess (no class)	
11	4/6/2020	Building the emotional intelligence groups	
11	4/8/2020		
12	4/13/2020	Followership	
12	4/15/2020		
13	4/20/2020	Diversity and cross-cultural leadership	Watch American Factory (2019) and Gung Ho (1986)
13	4/22/2020		
14	4/27/2020	Self-branding	
14	4/29/2020		
15	5/4/2020	Project presentation	
15	5/6/2020	Project presentation	
16	5/11/2020	Course review and wrap up Your leadership development plan	
Final Exam		Venue and Time will be announced.	