INTRODUCTION TO HOSPITALITY
RHIM 2210 (ONLINE)
Syllabus

Instructor: Sheila Scott
Office Hours: 1:00 p.m. – 2:00 p.m. (or by appointment) Tuesdays
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Class Hours: online

COURSE OVERVIEW
The course is designed to acquaint students with the various aspects of the hospitality industry and to serve as a long-term reference on the numerous career opportunities available. The course supports the RHIM program by developing individuals who have chosen the hospitality industry as their career path.

REQUIRED TEXT
  • eText with MyHospitalityLab access - ISBN-9780134104713
  • Paper Bound with MyHospitalityLab Access Card - ISBN-9780134123820

MyHospitalityLab registration and course access
https://www.pearsonmylabandmastering.com/northamerica/myhospitalitylab/
scott-halsell93779

STUDENT LEARNING OBJECTIVES
At the conclusion of this course, students will be able to:
1. Describe the social, economic, and environmental context within which the hospitality industry operates. (PLO 3, 4, 5) Exams, quizzes, activities (understand)
2. Differentiate the structure, nature, and operating characteristics of the individual sectors of the hospitality industry: food service, lodging, and tourism. (PLO 3, 4, 5) Exams, quizzes, activities (analyze)
3. Compare the roles and principal responsibilities of managers in the hospitality industry segments. (PLO 3, 4, 5) Exams, quizzes, activities (analyze)
4. Assess the hospitality profession as a suitable career based on your abilities, tastes, and interests (PLO 3, 4, 5) Exams, quizzes, activities (evaluate)
COURSE WEBSITE

This course will be managed through Blackboard 9 (accessible at: http://blackboard.ttu.edu. All course materials and assignments will be made available within Blackboard. The course website within Blackboard is available only to students who have officially registered for this course. All links to MyHospitalityLab will be reached through Blackboard.

To reach the course website, students should enter the following URL into an internet browser (Firefox is recommended) http://blackboard.ttu.edu. This will take students to the Blackboard log-in page where students will enter their E-raider username and password each time they enter the site.

If students do not have E-raider account, they can request one at https://eraider.ttu.edu. If students have forgotten their password or need assistance logging in, they may call the TTU technology hotline at (806) 742-HELP.

All tasks that require submission through Blackboard have an availability period. The time for all assignments, quizzes and exams, except the final are 5:00pm CST on the final days of the week, typically Mondays. See the Course Schedule for more information. It is the student’s responsibility to ensure that all tasks are completed AND submitted before the end of the availability period.

If a task is started before the deadline, but is not successfully submitted before the end of the availability period, the submission will not be accepted. All work must be submitted within Blackboard.

Late submissions are not accepted. Make sure that SUBMIT button is clicked for the Turnitin assignment, as late or missing submissions will receive a grade of 0. Students will receive an email verification of submission. Technical difficulties must be immediately reported to the instructor with a screen shot of the issue. An email with the assignment will also be required at time of difficulty. Report of failure at a later time will result in no accommodation.

Having computer problems does not constitute a legitimate reason for not completing tasks in the course, so students should plan accordingly to allow any time necessary to work out and technical/computer problems they may encounter. The IT Department (742-HELP) should be contacted for technical difficulties, not the instructor. Having access to reliable Internet connections and a working computer is the student’s responsibility.

INSTRUCTOR COMMUNICATION

The instructor will be the primary point of contact for this course. You can expect your instructor to respond to your email within 24 hours (Monday through Friday). If you email your instructor on the weekend, it will be responded to on the next business day. Depending on your request, the instructor may need longer than 24 hours to fully address the situation, but any delay will be communicated during the initial response.
For all graded learning opportunity assignments, the instructor will provide feedback (through a grading rubric or comments, etc) within 7 days following the end of the availability period.

You should not expect any feedback other than a score on evaluation items (exams) within the course. Evaluations are designed to determine the level of learning – not as an opportunity for learning.

**GRADING**

Overall student evaluation will be based on the following:

<table>
<thead>
<tr>
<th>Learning Opportunities</th>
<th>Number this Semester</th>
<th>Points Per</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mini Case Studies</td>
<td>6</td>
<td>50</td>
<td>300</td>
</tr>
<tr>
<td>Interactive Activities</td>
<td>14</td>
<td>2</td>
<td>28</td>
</tr>
<tr>
<td><strong>Evaluations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quizzes (two attempts each) on Interactive Activities</td>
<td>14</td>
<td>12</td>
<td>168</td>
</tr>
<tr>
<td>Exams</td>
<td>5</td>
<td>100</td>
<td>500</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td>996</td>
</tr>
</tbody>
</table>

The course grade will be determined from the total accumulation of points:

- **A:** 90% - 100%  (892 - 996 points)  Advanced, exceeds expectations and work has no or few errors
- **B:** 80% - 89.99%  (792-891.9 points)  Minimally exceeds expectations and work has limited errors
- **C:** 70% - 79.99%  (693-791.9 points)  Proficient, meets minimum expectations but demonstrates no extra effort
- **D:** 60% - 69.99%  (593-692.9 points)  Less than standard and falls below expectations
- **F:** < 60%  (0-592.9 points)  Lack of effort, does not meet expectations in one or more areas

**Please note that unsuccessful completion of this class or course completion of at least 60% of the semester, may result in repayment of all or part of your student financial aid. For further information, please contact Student Financial Aid, 806-742-3681, or finaid.advisor@ttu.edu.**

Grade Disputes:

If you have an issue with a grade, please email the instructor within ONE WEEK (7 days) of the graded assessment. In your email, clearly describe the specific issue and your outcome expectation (make sure you consult the syllabus before ensure your proposal is within the policies of the course). If the situation is not resolved, follow the steps in the “Resolving Student Issues” section of this syllabus.

**IMPORTANT COURSE INFORMATION**

**a. Make-up exams and assignments:** There will be no make-up activities, quizzes, exams or assignments. If you fail to complete and successfully submit a task in this
course, there will be NO opportunity for makeup or late acceptance. NO EXCEPTIONS.

1) **Exams:**
Exams are a mix of multiple choice, matching, fill in the blank, and essay questions. Exams are timed with forced completion when the time expires. Close monitoring of time is important. All exams are due at 5pm on the last day of the week, typically Monday, excluding Monday holidays and short weeks. The final exam is due at 11:59pm. No late submissions are accepted. Questions will be provided one at a time and students must save their answer prior to moving to the next question. Students will be unable to backtrack to previous questions.

2) **Activities:**
There are 14 interactive lab activities in this course. There are questions built into each activity that must be completed to move through the activity so attention must be paid. The activities must be completed prior to moving on to the associated quiz.

3) **Quizzes:**
There are 14 quizzes in this course. Students must complete the associated activity with questions prior to taking the associated quiz. Student are allowed to take each quiz two times. Since the questions are randomized, the quizzes will likely be different each time they are taken. Exams may only be taken one time.

4) **Case Studies:**
There are 6 mini case studies in this course. They are scenarios to which the students must determine their best response. While there is no word minimum, the answers must be thorough and complete. Spelling and grammar will be assessed in the grading.

**SEE THE UNIVERSITY POLICIES, PROCEDURES AND INFORMATION REGARDING COURSES AND STUDENTS ON BLACKBOARD.**