

## Syllabus

The Hospitality Industry  
HSP 100  
Three Rivers Community College

Instructor: Peter Edmondson  
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Office Hours: Mon. and Thurs. 1:00 pm – 2:30 pm  
Or by appointment

#### Course Description:

This course provides an overview of the structure and functions of the hospitality industry, including hotels/motels, large restaurants or chains, resorts and tourism related concerns. Students will survey career opportunities and learn the general scope of managerial operations, professional responsibilities, essential abilities and personnel requirements.

#### Objectives:

1. To acquaint students with concepts regarding the hospitality industry.
2. To enable students to analyze the different relationships between and among the industries within the hospitality system.
3. To expose students to the structure and functional areas within hotels and restaurants and how these areas interact with one another.
4. To enable students to be conversant in current and future trends in the hospitality industry.

#### Method of evaluation;

3 Exams	20% each
Written Papers	20%
Class Participation and Attendance	20%

#### Procedure:

This course will be structured in a way which will provide ample time for class discussion. It is expected students will actively participate in these discussions. Students will be asked to incorporate travel and tourism industry current events into these discussions. Other activities will include written assignments and guest lectures. All reading assignments are expected to be completed according to the Course Outline time frame.

#### Attendance Policy :

It is expected that students attend class regularly. A percentage of the final course grade involves class participation, thus, if a student does not attend class, the course grade will be negatively affected.

#### Required Text

Angelo, R.M., Vladimir, A.A.N., Hospitality Today, Educational Institute, American Hotel & Motel Association,

#### Disability Statement:

If you are a student with a disability and believe you will need accommodations for this class, it is your responsibility to contact the Disabilities Counseling Services at 383-5240. To avoid any delay in the receipt of accommodations, you should contact the counselor as soon as possible. Please note that I cannot provide accommodations based upon disability until I have received an accommodation letter from the Disabilities Counselor. Your cooperation is appreciated.

#### College Withdrawal Policy:

A student who finds it necessary to discontinue a course must withdraw from the course by notifying the Registrar. Students who do not withdraw, but stop attending will be assigned an "F" grade.

#### Grades and Quality Points:

Grading and Quality Points will be consistent with the schools policy

#### Academic Dishonesty and Behavior:

Conduct, which has as its intent, to effect the false representation of a student's academic performance and/or knowingly and intentionally assisting another student to do so in a way constitutes academic dishonesty(AD). In the event of AD, I reserve the right to award an "NC" for the course to one or more individuals.

Disruptive behavior also will not be tolerated. Those students will be removed from the class if the problem persists.

## Course Outline

### Reading Assignments

Week	1	Ch.1	Service Makes the Difference
	2	Ch. 2 Ch. 3	The Travel and Tourism Industry Exploring Hospitality Careers
	3	Ch. 4	Understanding the Restaurant Industry
	4	Ch. 4 Ch. 5	Continued Restaurant Organization and Management
	5	Exam 1	
	6	Ch. 6	Understanding the World of Hotels
	7	Ch. 7	Hotel Organization
	8	Ch. 9	An Introduction to the Meetings Market
	9	Ch. 16 Ch. 15	Franchising is Big Business How Management Companies Manage Hotels
	10	Exam 2	
	11	Ch 13	Human Resources
	12	Ch 17	Ethics
	13	Ch. 14	Marketing and Selling Hospitality
	14	Ch. 10 Ch. 11	Floating Resorts: The Cruise Line Industry Gaming and Casino Hotels
	15	Exam 3	