

Hospitality Customer Relations
HSP*K134
Three Rivers Community College
Spring 2009

Instructor: Terrie Lamb
Phone: (860) 449-0101 (w)
Email: lambt05@aol.com

Office Hours: By Appointment

Course Description:

This course will focus on the relationship and interaction between the guest (customer) and the hospitality employee. Students will gain an understanding of the various aspects of communications between people. Students will learn effective communication skills in guest (customer) service operations within the hospitality industry. Students will implement these skills through role-playing and hands-on training.

Objectives:

1. To acquaint students with the operations of the hotel, specifically guest (customer) service.
2. To enable students to analyze the service strategies of the hotel with regards to meeting guest needs.
3. To demonstrate effective communication skills.
4. To critique guest (customer) service examples.
5. To analyze varying levels and quality of guest (customer) service.

Methods of Evaluation:

3 ~ Exams	20% Each
Assignments	30%
Class Participation & Attendance	10%

Procedures:

This course will be structured in a manner, which will provide ample time for class discussion. It is expected that students will actively participate in these discussions. Students will be asked to incorporate hospitality current events into these discussions. Other activities will include written assignments of case studies and multimedia presentations. All reading assignments are 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 includes class participation, thus if a student does not attend class, the course grade will be negatively affected.

Required Text:

Martin, William, B. Providing Quality Service, Prentice Hall Inc. Upper Saddle River, New Jersey.

Course Outline

Reading Assignments

Week One	Jan. 21		
Week Two	Jan. 28	Chapter 1 & 2	
Week Three	Feb. 4	Chapter 3 & 4	
Week Four	Feb. 11	Chapter 5 & 6	Current Event DUE
	<i>Week Five</i>	<i>Feb. 18</i>	<i>Exam One</i>
Week Six	Feb. 25	Chapter 7 & 8	
Week Seven	Mar. 4	Off Site Evaluation – Mohegan Sun	
Week Eight	Mar. 11	Presentation of Findings From Off Site Evaluation	
Week Nine	Mar. 16 – 22	Spring Break	
Week Ten	Mar. 25	Chapter 9 & 10	
Week Eleven	Apr. 1	Chapter 11 & 12	
	<i>Week Twelve</i>	<i>Apr. 8</i>	<i>Exam Two</i>
Week Thirteen	Apr. 15	Chapter 13 & 14	
Week Fourteen	Apr. 22	Chapter 15 & 16	2 nd Assignment DUE
Week Fifteen	Apr. 29	Presentations of 2 nd Assignment	
Week Sixteen	May 6	Chapter 17 & 18	
	<i>Week Seventeen</i>	<i>May 13</i>	<i>Exam Three</i>

Grades and Quality Points

Letter Grade	Score	Points
A	93-104	4.0
A-	90-92	3.7
B+	87-89	3.3
B	83-86	3.0
B-	80-82	2.7
C+	77-79	2.3
C	73-76	2.0
C-	70-72	1.7
D+	67-69	1.3
D	63-66	1.0
F	Below 60	0.0

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.

Challenge/Disability Statement

If you are a student with academic disability (challenge) and believe you will need accommodations for this class, it is your responsibility to contact the Student Development Staff. To avoid delay in the receipt of accommodations, you should contact the counselor as soon as possible.

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 “NC” for the course to one or more individuals.

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

ALL assignments and exams must be turned in on the date they are due.

Late assignments will be reduced one letter grade, and only accepted by the end of the week in which they were due or exam given. It is your responsibility to make up exams before the next class. I am only here one day a week; therefore the exam may need to be made up off campus. If you cannot make it to class to turn in an assignment or take an exam, please contact the instructor before the class begins to make arrangements.