



COURSE OUTLINE

COURSE NO.: HOTR 126 **COURSE NAME:** Managing For Quality
CREDIT HOURS: 3 **CLASS HOURS:** 3 **LAB HOURS:** 0
DATE: 2006 **PREPARED BY:** Anne Polenchar
TO BE UPDATED: 2007 **APPROVED BY:** Tom Lambrecht
Dean

PREREQUISITES: None

COURSE DESCRIPTION:

Principles and techniques of managing quality work performance and product production in an ever changing and increasingly diverse labor market through process management, empowerment, communication, teamwork, goal-setting, coaching and conflict management skills. Upon successful completion, a certificate from the American Hotel and Motel Association is issued.

COURSE OBJECTIVES:

Upon completion of this course the learner will be able to:

1. Describe how some of the changes in the hospitality industry have redefined management responsibilities.
2. Summarize the challenges of a general manager's job that lead to agenda-setting and network-building behavior.
3. Explain how some inspection procedures and work quotas may be counterproductive to quality improvement efforts.
4. Distinguish between external and internal customers.
5. Identify factors to consider when determining the value of a loyal guest and the cost of guest dissatisfaction.
6. Identify factors to consider when determining the value of a hospitality staff and the cost of staff dissatisfaction.
7. Define the purpose of a continuous-improvement process and distinguish incremental improvement from breakthrough improvement.
8. List tools commonly used in continuous-improvement processes.
9. Explain the overall goal of empowerment in a hospitality organization.
10. Identify seven myths about communication and summarize barriers to effective communication.
11. List and briefly describe the characteristics of effective goals.
12. Summarize tips for conducting coaching sessions.
13. Identify forces of change that have made team-building a high priority for many hospitality organizations.
14. Identify positive and negative roles that individuals may play in groups.
15. Explain why diversity poses a challenge to today's managers and summarize at least six approaches to dealing with workplace diversity.

COURSE MATERIALS:

Required Text: Managing For Quality In The Hospitality Industry,
by Robert H. Woods, Ph.D., CHRE, and Judy Z. King,
Educational Institute of American Hotel and Motel Association.

The text is available online and is not necessary to purchase.

SAFETY PRACTICES:

None

TOPICAL OUTLINE:

WebCT Navigation Assignment

1. Email the Instructor - 10 points
2. Respond to a posting on the Discussion Board - 10 points

Chapter 1 - Assignment

1. 7 Review Questions - 14 points
2. Online Quiz - 10 points

Chapter 2 - Assignment

1. 7 Review Questions - 14 Points
2. Online Quiz - 10 points

Chapter 3 - Assignment

1. 10 Review Questions - 20 points
2. Online Quiz - 10 points

Chapter 4 - Assignment

1. Case Study - 20points
2. 4 Review Questions - 8 points
3. Online Quiz - 10 points

Chapter 5 - Assignment

1. 10 Review Questions - 20 points
2. Online Quiz - 10 points

Chapter 6 - Assignment

1. Review Questions - 20 points
2. Online Quiz - 10 points

Chapter 7 - Assignment

1. 6 Review Questions - 12 points or Video Summary 12 points
2. Online Quiz - 10 points

Chapter 8 - Assignment

1. 5 Review Questions - 10 points

2. Online Quiz - 10 points

Chapter 9 - Assignment

1. 4 Review Questions - 8 points
2. “Lost on the Moon” exercise - 10 points
3. Online Quiz - 10 points

Chapter10- Assignment

1. Case Study - 12 points
2. Online Quiz - 10 points

Chapter 11 - Assignment

1. 4 Review Questions - 8 points
2. Online Quiz - 10 points

Chapter 12 - Assignment

1. Online Quiz - 10points

Final Exam - 100 multiple-choice questions 100 points

USE OF CELL PHONES OR OTHER ELECTRONIC DEVICES

Not applicable in the online delivery format.

STUDENT INSURANCE/COVERAGE

Hocking College insurance does not cover a student in case of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.

DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center , Office of Disability Services in JL 249 regarding accommodations.

HOCKING COLLEGE
EVALUATION OF THE STUDENT

COURSE NO.: HOTR 126

COURSE NAME: Managing for Quality

INSTRUCTOR: Anne Polenchar

DATE PREPARED: 2006

APPROVED BY: Tom Lambrecht

My objective is to prepare the student to utilize the principles and techniques of managing quality work performance and production in an ever-changing and increasingly diverse labor market through process management, empowerment, communication, teamwork, goal-setting, coaching and conflict management skills in the hospitality industry.

The purpose of evaluation is to indicate to some degree, the extent to which the student has learned. I believe that you and I actively share the teaching-learning process. Both you and I believe that evaluation should primarily be made to assist you in improving your performance, increase your skill levels and to add to your information pool.

I believe that mistakes are an inevitable part of learning and are healthy if both you and I are to gain insight into your efforts to learn use them. I will share my observations and assessments of your progress with you on a regular basis and offer assistance and opportunities for you to improve.

SPECIFIC FACTORS

1. EXAMINATIONS AND QUIZZES:

There will be twelve (12) online quizzes plus a certified comprehensive final examination. The exam will have 100 multiple-choice questions. The final exam requires an authorized proctor to administer the exam.

2. PROJECTS/HOMEWORK AND SUCCESS SKILLS AND/OR SERVICE LEARNING AND CIVIC RESPONSIBILITY ASSIGNMENTS:

Projects and assignments will follow the topical outline.

3. ATTENDANCE:

Hocking College equates attendance in class to attendance on the job and attendance on the job to work success. Class attendance is mandatory and your attendance is needed for successful participation.

Although you are enrolled in an online delivery format, your participation in the class is critical for your success.

4. CLASS PARTICIPATION:

In the online delivery format, you will be asked to participate in discussions and sometimes-collaborative learning projects. Again, your success as an online learner will depend on your participation in the course.

5. EXTRA PROJECTS:

With the express, prior permission of the instructor, a student may be permitted to undertake a project that is related to the course content. The quality of the project will determine the number of points to be added to the final average to determine the course grade.

6. GRADING SCALE:

% OF GRADE	GRADE
100-93%	A
92-90%	A-
89-86%	B+
85-83%	B
82-80%	B-
79-76%	C+
75-73%	C
72-70%	C-
69-66%	D+
65-63%	D
62-60%	D-
59-Below	F
Incomplete	I

Certification from the Educational Institute of the American Hotel and Lodging Association is granted upon earning 69% or above on the Final Exam.

7. POLICY REGARDING HONESTY

Honesty and integrity are major elements in professional behavior and are expected of each student. This is part of the **Success Skill** "Maintains a Code of Ethics." All work is assumed to be your own unless special permission is granted from the instructor or sources are appropriately cited. It is expected that you will be honest in all endeavors related to the completion of this course, just as you must be in all activities at work.

The definition of academic misconduct that is provided in the *Hocking College Student Guide* applies to this course and all other courses that you are taking at the College. It is a Code I Offense:

- A. **Academic Misconduct** refers to dishonesty in examination (cheating); presenting the ideas or writing of someone else's as one's own (plagiarism); knowingly furnishing false information to the college by forgery, alteration, or misuse of college documents, records or identification. Academic dishonesty includes but is not limited to:

1. Permitting another student to plagiarize or cheat from your work,

2. Submitting an academic exercise, written work, project, or computer program that has been prepared totally or in part by another,
3. Improperly acquiring knowledge of the contents of an exam,
4. Using unauthorized material during an exam, to include notes, information, calculators, or other electronic devices or programs during exams or for assignments from which they have been expressly or implicitly prohibited,
5. Submitting the same paper in two different courses without knowledge and consent of all faculty members involved,
6. Obtaining academic material through stealing or other unauthorized means,
7. Falsification of research findings and methodology.

Cheating is unacceptable behavior in all Hocking College courses. A student observed or found to be cheating on a test or assignment in this course will receive a failing grade (F) for the course. A written report of the incident, signed by the instructor and the student, will be submitted to the Campus Judiciaries Office. Should a second incident of cheating occur in any course, the student will again be referred to the Campus Judiciaries Office.

Falsification of research findings or failure to cite sources is a subject to a penalty of no less than a “zero” grade for the assignment and may be subject to receiving a failing grade (F) for the course.

Further information pertaining to Academic Misconduct can be found by contacting the Office of Campus Judiciaries, Oakley 210, or by referring to the *Student Guide* found on the Hocking College website (www.hocking.edu).

8. **FINAL GRADE CALCULATION:**

Projects, Progress Tests, the Final Examination and any extra projects are totaled. Subtract 5 points for each unexcused absence and divide this total by 5 to determine final course grade. Items 4 & 7 above will also be taken into consideration.

Tests and projects will be given the following weights in determining a grade:

Online quizzes	120 points
Assignments and projects	196 points
<u>Final Examination</u>	<u>100 points</u>
Total Points Possible	416 points

9. **ACADEMIC GRADE APPEAL PROCESS**

Academic grade appeals consist of complaints from students concerning final grades

given. The Appeals Process is available only for final grades not for an individually graded assignment. When a student believes that his or her academic performance has been unfairly or improperly graded, the first recourse will be communication with the faculty member in an attempt to resolve the complaint. Grade appeals will be considered only if grading was based on something other than performance, if different standards were used for different students, or if the grading was a departure from the instructor's previously stated final grade calculations. If the informal attempt at resolving the complaint between student and faculty is unsuccessful, a formal appeal will begin. A student appeal of a final grade must be formally initiated within one term of the grade being posted. Students should understand that the burden of proof will be theirs to demonstrate. The steps for the grade appeal process are available in each academic unit office and online in the current Student Code of Conduct found under the current student link on the Hocking College website.

10. STUDENT GRIEVANCE DUE PROCESS PROCEDURES

Due process procedures for the College are located in the current *Student Code of Conduct* listed as Hocking College Student Grievance Procedures available online under the current student link on the Hocking College website.

11. DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center, Office of Disability Services in JL 249 regarding accommodations.