

 FLORIDA ATLANTIC UNIVERSITY	COURSE CHANGE REQUEST Undergraduate Programs	UUPC Approval <u>10/7/24</u> UFS Approval _____ SCNS Submittal _____ Confirmed _____ Banner Posted _____ Catalog _____
	Department Marketing-Hospitality & Tourism Management College Business	
Current Course Prefix and Number HFT 3221	Current Course Title Human Resources Management for Hospitality Industry	
<i>Syllabus must be attached for ANY changes to current course details. See Template. Please consult and list departments that may be affected by the changes; attach documentation.</i>		
Change title to: Hospitality Human Resources Management Change prefix From: _____ To: _____ Change course number From: _____ To: _____ Change credits* From: _____ To: _____ Change grading From: _____ To: _____ Change WAC/Gordon Rule status** Add <input type="checkbox"/> Remove <input type="checkbox"/> Change General Education Requirements*** Add <input type="checkbox"/> Remove <input type="checkbox"/> <small>*See Definition of a Credit Hour. **WAC/Gordon Rule criteria must be indicated in syllabus and approval attached to this form. See WAC Guidelines. ***GE criteria must be indicated in syllabus and approval attached to this form. See Intellectual Foundations Guidelines.</small>	Change description to: Change prerequisites/minimum grades to: Change corequisites to: Change registration controls to: Please list existing and new pre/corequisites, specify AND or OR and include minimum passing grade (default is D-).	
Effective Term/Year for Changes: Spring 2025	Terminate course? Effective Term/Year for Termination:	
Faculty Contact/Email/Phone Greg Bohan/bohang@fau.edu/(561)297-3657		
Approved by Department Chair <u>Keray</u> College Curriculum Chair <u>Julia Higgs</u> College Dean <u>MBS</u> UUPC Chair <u>Keray Serge</u> Undergraduate Studies Dean <u>Dan Meeroff</u> UFS President _____ Provost _____	Date 9/13/2024 <u>9/23/24</u> <u>9-26-24</u> 10/7/24 10/7/24 _____ _____	

Email this form and syllabus to mjennling@fau.edu seven business days before the UUPC meeting.



FLORIDA ATLANTIC UNIVERSITY

HFT 3221-001 11757

Hospitality Human Resources Management

Date: Tuesday, Thursday 11:00 AM - 12:20 PM

Building: Phil Smith Hall Boca **Room:** 104

3 Credit(s) Fall 2025

Instructor Information

Gregory Bohan

Email: bohang@fau.edu

Office: Fleming Hall, Office #323

Office Hours: Tuesday 12:30 pm to 1:30 pm // Thursday 9:00 am to 2:00 pm

Prof. B is also available for individual appointments via Zoom at other times, please contact via email to arrange

Phone: (561) 297-3657

For fastest response, please contact me via e-mail at bohang@fau.edu

Course Description

This course offers an overview of human resource management as it applies specifically to the hospitality management industry (staffing, appraisal, wage and hour administration, etc.) with an increased emphasis on recruiting, hiring, service, and quality. In comparison to peer service industries, the course has a unique hospitality management emphasis focused on the linkage to

successful hospitality operations and, ultimately, profitability via talent recruitment, selection, orientation, and ongoing training.

There are NO prerequisites or corequisites for this class.

Instructional Method

Mixed Online and Classroom

50%-79% of the course is delivered online. (Hybrid)

Instructional Method - More Information

This class is designated by the University as “Mixed On-Line and Classroom” for delivery in a blended fashion. TEN (10) LIVE F2F sessions are planned over the course of the Fall semester. Planned dates for F2F sessions are shown in **RED** on the class schedule later in the syllabus.

Aside from the F2F sessions discussed above, the conduct of this class will be virtually identical to that of fully on-line classes. The Professor will provide recorded lectures and other materials in the modules for each week. Students may review the posted materials each week at their convenience.

Required Texts/Materials

Managing Hospitality Human Resources

ISBN: 9780866126243

Publisher: American Hotel & Lodging Educational Institute

Edition: 6th

Recommended Readings and Materials

Additional readings and other materials will be posted in Canvas as the semester progresses.

Course Objectives/Student Learning Outcomes

Assurance of Learning Objectives

Upon completion of this class, students will be able to:

- Discuss how to strategically plan for the human resources needed to meet organizational goals and objectives.
- Explain how legislation impacts human resource management.

- Define the process of job analysis and design.
- Describe methods used for selection and placement of human resources.
- Describe the steps required to develop and evaluate an employee training program.
- Discriminate among and describe the various methods to conduct Orientation, Training and Socialization during the on-boarding process for new employees.
- Explain the activities involved in managing employee performance.
- Identify and explain the issues with various compensation methods and processes.

Course Evaluation Method

Your grade for this class is based on the following components and weighting:

<u>Component</u>	<u>Weight</u>
Exam # 1 (On-line via CANVAS); 25 questions; multiple choice and true/false	25%
Exam # 2 (On-line via CANVAS); 25 questions; multiple choice and true/false	25%
Exam # 3 (On-line via CANVAS); 25 questions; multiple choice and true/false	25%
Exam # 4 (On-line via CANVAS); 25 questions; multiple choice and true/false	25%
TOTAL	100%

Course Grading Scale

Letter Grade	Percentage
A	93.0 and higher
A-	90.0 to 92.9%
B+	87.0 to 89.9%
B	83.0 to 86.9%
B-	80.0 to 82.9%
C+	77.0 to 79.9%
C	73.0 to 76.9%
C-	70.0 to 72.9%
D+	67.0 to 69.9%
D	63.0 to 66.9%
D-	60.0 to 69.9%
F	59.9% and Lower

Faculty Rights and Responsibilities

Florida Atlantic University respects the rights of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede their exercise. To ensure these rights, faculty members have the prerogative to:

- Establish and implement academic standards.
- Establish and enforce reasonable behavior standards in each class.
- Recommend disciplinary action for students whose behavior may be judged as disruptive under the Student Code of Conduct [University Regulation 4.007](#).

Disability Policy

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS) and follow all SAS procedures. SAS has offices across three of FAU's campuses – Boca Raton, Davie and Jupiter – however disability services are available for students on all campuses. For more information, please visit the SAS website at www.fau.edu/sas/.

Code of Academic Integrity

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see [University Regulation 4.001](#).

Attendance Policy Statement

Students are expected to attend all their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance. Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations, or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical

performances, and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such absence.

ADDITIONAL INFO ABOUT ATTENDANCE POLICY:

As noted elsewhere, TEN (10) Face-to-Face teaching sessions will be held in the classroom designated on Page 1 of the syllabus. All other class materials will be provided in an on-line fashion. There is no grade attached to attendance at the live class sessions, although the Professor strongly encourages attendance.

In accordance with FAU guidelines, no assessments or course communications will occur during scheduled FAU holidays.

FAU holidays affecting this class: NONE

Religious Accommodation Policy Statement

In accordance with the rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs regarding admissions, registration, class attendance, and the scheduling of examinations and work assignments. University Regulation 2.007, Religious Observances, sets forth this policy for FAU and may be accessed on the FAU website at www.fau.edu/regulations.

Any student who feels aggrieved regarding religious accommodations may present a grievance to the executive director of The Office of Civil Rights and Title IX. Any such grievances will follow Florida Atlantic University's established grievance procedure regarding alleged discrimination.

Time Commitment Per Credit Hour

For traditionally delivered courses, not less than one (1) hour of classroom or direct faculty instruction each week for fifteen (15) weeks per Fall or Spring semester, and a minimum of two (2) hours of out-of-class student work for each credit hour. Equivalent time and effort are required for Summer Semesters, which usually have a shortened timeframe. Fully Online courses, hybrid, shortened, intensive format courses, and other non-traditional modes of delivery will demonstrate equivalent time and effort.

Grade Appeal Process

You may request a review of the final course grade when you believe that one of the following conditions apply:

- There was a computational or recording error in the grading.
- The grading process used non-academic criteria.
- There was a gross violation of the instructor's own grading system.

[University Regulation 4.002](#) of the University Regulations contains information on the grade appeals process

Policy on Make-up Tests, Late work, and Incompletes

No assessments (i.e., midterm or final) may be taken late except as indicated elsewhere in the syllabus for approved reasons (i.e., illness or extreme emergency, university-approved absences, or religious accommodations). A student is considered "late" for a quiz or exam if he or she does not sign in to take the assessment during the "open hours" as indicated by the professor OR be present in classroom at the time the quiz or exam is administered. The online exam open hours (as applicable) are communicated to students well in advance of the specific assessment for planning purposes. It is fully the student's responsibility to adhere to these scheduled times.

Further, there are no make-up assessments in this course except for approved scenarios as indicated above (i.e., religious accommodations, illness, or university-approved absences). There are no make-up assessments provided for technical difficulties as stated above in the Technical Difficulties during Assessments section.

ILLNESS OR EXTREME EMERGENCY

A student who misses an exam may receive a make-up exam if he or she suffered from a documented illness or extreme emergency. REQUIRED documentation includes a note from a medical professional (doctor, on-campus clinic visit, etc.) or other verification. Documentation (i.e., a doctor's note) must be turned in directly to the professor in the preparer's original format. Scanned, photographed, copied, or otherwise manipulated formats will not be considered acceptable.

Additionally, the student (or his or her designee) MUST notify the professor within 24 hours of the missed event (i.e., midterm or final). The professor may be reached via telephone or email (contact information listed above). Failure to contact the professor in the time frame provided will result in a grade of 0 being recorded for that particular assessment. The make-up assessment (if provided) will be at the identical level of difficulty and course evaluation percentage as the original assessment.

Please note that this policy applies only to illnesses and extreme emergencies (i.e., death in family, severe illness, etc.). It will not apply to technical issues as stated below in the Technical Difficulties during Assessments section.

Policy on the Recording of Lectures

Students enrolled in this course may record video or audio of class lectures for their own personal educational use. A class lecture is defined as a formal or methodical oral presentation as part of a university course intended to present information or teach students about a particular subject. Recording class activities other than class lectures, including but not limited to student presentations (whether individually or as part of a group), class discussion (except when incidental to and incorporated within a class lecture), labs, clinical presentations such as patient history, academic exercises involving student participation, test or examination administrations, field trips, and private conversations between students in the class or between a student and the lecturer, is prohibited. Recordings may not be used as a substitute for class participation or class attendance and may not be published or shared without the written consent of the faculty member. Failure to adhere to these requirements may constitute a violation of the University's Student Code of Conduct and/or the Code of Academic Integrity.

Artificial Intelligence Preamble

FAU recognizes the value of generative AI in facilitating learning. However, output generated by artificial intelligence (AI), such as written words, computations, code, artwork, images, music, etc., for example, is drawn from previously published materials and is not your own original work.

FAU students are not permitted to use AI for any course work unless explicitly allowed to do so by the instructor of the class for a specific assignment. [\[Policy 12.16 Artificial Intelligence\]](#)

Class policies related to AI use are decided by the individual faculty. Some faculty may permit the use of AI in some assignments but not others, and some faculty may prohibit the use of AI in their course entirely. In the case that an instructor permits the use of AI for some assignments, the assignment instructions will indicate when and how the use of AI is permitted in that specific assignment. It is the student's responsibility to comply with the instructor's expectations for each assignment in each course. When AI is authorized, the student is also responsible and accountable for the content of the work. AI may generate inaccurate, false, or exaggerated information. Users should approach any generated content with skepticism and review any information generated by AI before using generated content as-is.

If you are unclear about whether or not the use of AI is permitted, ask your instructor before starting the assignment.

Failure to comply with the requirements related to the use of AI may constitute a violation of the [Florida Atlantic Code of Academic Integrity, Regulation 4.001.](#)

Proper Citation: If the use of AI is permitted for a specific assignment, then use of the AI tool must be properly documented and cited. For more information on how to properly cite the use of AI tools, visit <https://fau.edu/ai/citation>

AI Language Specific To This Course

- AI Prohibited: The use of AI to assist in any work assigned in this specific course is prohibited.

Counseling and Psychological Services (CAPS) Center

Life as a university student can be challenging physically, mentally and emotionally. Students who find stress negatively affecting their ability to achieve academic or personal goals may wish to consider utilizing FAU's Counseling and Psychological Services (CAPS) Center. CAPS provides FAU students a range of services – individual therapy, group therapy, and crisis services, to name a few - offered to help improve and maintain emotional well-being. For more information, go to <http://www.fau.edu/counseling/>

Student Support Services and Online Resources

- [Center for Learning and Student Success \(CLASS\)](#)
- [Counseling and Psychological Services \(CAPS\)](#)
- [FAU Libraries](#)
- [Math Learning Center](#)
- [Office of Information Technology Helpdesk](#)
- [Center for Global Engagement](#)
- [Office of Undergraduate Research and Inquiry \(OURI\)](#)
- [Science Learning Center](#)
- [Speaking Center](#)
- [Student Accessibility Services](#)
- [Student Athlete Success Center \(SASC\)](#)
- [Testing and Certification](#)
- [Test Preparation](#)
- [University Academic Advising Services](#)
- [University Center for Excellence in Writing \(UCEW\)](#)

- [Writing Across the Curriculum \(WAC\)](#)

Course Topical Outline

The course outline/schedule that follows is provided for your planning purposes. It is subject to revisions and modifications during the semester; however, such revisions and modifications are expected to be minor. Please make sure to check your FAU email daily for announcements about this and any other announcements related to the class. Please pay particular attention to schedule of LIVE FACE TO FACE (F2F) sessions, the dates for which are noted in **RED** on the schedule. Live sessions will begin PROMPTLY AT THE SCHEDULED CLASS TIME on the dates indicated unless otherwise announced by the professor.

Dates for in-classroom F2F sessions in classroom are shown in RED. Other sessions consist of on-line materials only		
Class Dates	Topic	Prep in Advance*:
8/20 and 8/22	Class Introductions, Review of Class Expectations, Review of Syllabus/Role of HR in the Hospitality Industry	None
8/27 and 8/29	Chapter 1 - Job Analysis and Job Design	Read Chapter 1
9/3 and 9/5	Chapter 2 - Planning and Recruiting	Read Chapter 2
9/10 and 9/12	Chapter 3 - Selection	Read Chapter 3
9/17 and 9/19	Chapter 4 - Orientation, Socialization and Culture	Read Chapter 4
Exam #1	Covers Chapters 1 through 4 and any other materials posted on Canvas thus far. Available Friday September 20, 2024 from 12:01 AM to 11:59 PM	
9/24 and 9/26	Chapter 5 - Training and Development	Read Chapter 5
10/1 and 10/3	Chapter 6 - Evaluating Employee Performance	Read Chapter 6
10/8 and 10/10	Chapter 7 - Turnover, Discipline and Exits	Read Chapter 7
Exam #2	Covers Chapters 5 through 7 and any other materials posted on Canvas thus far. Available Friday, October 11, 2024 from 12:01 AM to 11:59 PM	
10/15 and 10/17	Chapter 8 - Compensation Administration	Read Chapter 8
10/22 and 10/24	Chapter 9 - Incentives and Benefits Administration	Read Chapter 9
10/29 and 10/31	Chapter 10 - Employee Safety and Health	Read Chapter 10
Exam #3	Covers Chapters 8 through 10 and any other materials posted on Canvas thus far. Available Friday, November 1, 2024 from 12:01 AM to 11:59 PM	

11/5 and 11/7	Chapter 11 - Labor Unions	Read Chapter 11
11/12 and 11/14	Chapter 12 - Negotiation and Collective Bargaining	Read Chapter 12
11/19 and 11/21	Chapter 13 - Employment Laws	Read Chapter 13
Exam #4	Covers Chapters 11 through 13 and any other materials posted on Canvas thus far. Available Friday November 22, 2024 from 12:01 AM to 11:59 PM	
26-Nov	No class! <i>Happy Thanksgiving</i> (week) to all!	
Exams	FOUR exams as scheduled above - NO FINAL Exam	
*Note:	<i>In addition to the materials stated, there will be additional readings or viewings of on-line materials assigned during the conduct of this class.</i>	