New Course Request

Indiana University

Check Appropriate Boxes:  Undergraduate credit [✓]  Graduate credit [ ]  Professional credit [ ]

1. School/Division  School of Physical Education and Tourism Management  2. Academic Subject Code  TCEM
3. Course Number  112  (must be cleared with University Enrollment Services)  4. Instructor  Staff
5. Course Title  Tourism and Hospitality Management Principles

Recommended Abbreviation (Optional)  (Limited to 32 Characters including spaces)

6. First time this course is to be offered (Semester/Year):  Fall 2009
7. Credit Hours: Fixed at  3 or Variable from ________ to ________
8. Is this course to be graded S-F (only)? Yes [ ]  No [✓]
9. Is variable title approval being requested? Yes [ ]  No [✓]
10. Course description (not to exceed 50 words) for Bulletin publication:  The principles of planning, organizing, directing, and controlling as applied to the hospitality service industry. Issues or organizational change, organizational effectiveness and the nature of managerial work will be addressed.

11. Lecture Contact Hours: Fixed at  3 or Variable from ________ to ________
12. Non-Lecture Contact Hours: Fixed at  0 or Variable from ________ to ________
13. Estimated enrollment:  30 of which  0 percent are expected to be graduate students.
14. Frequency of scheduling:  2 times per year  Will this course be required for majors?  Yes
15. Justification for new course:  Revised plan of study to meet industry needs.
16. Are the necessary reading materials currently available in the appropriate library?  Yes
17. Please append a complete outline of the proposed course, and indicate instructor (if known), textbooks, and other materials.
18. If this course overlaps with existing courses, please explain with which courses it overlaps and whether this overlap is necessary, desirable, or unimportant.
19. A copy of every new course proposal must be submitted to departments, schools, or divisions in which there may be overlap of the new course with existing courses or areas of strong concern, with instructions that they send comments directly to the originating Curriculum Committee. Please append a list of departments, schools, or divisions thus consulted.

Submitted by:  

Date  3/25/08

Department Chairman/Division Director

Dean of Graduate School (when required)

Approved by:  

Date  4-8-08

Dean

Chancellor/Vice-President

University Enrollment Services

After School/Division approval, forward the last copy (without attachments) to University Enrollment Services for initial processing, and the remaining four copies and attachments to the Campus Chancellor or Vice-President.
TCEM 112 Tourism and Hospitality Management Principles

INSTRUCTOR: Kristin Norris, M.S., Visiting Lecturer
Department of Tourism, Conventions, and Event Management
Office: PE 263, Office Hours Thursdays from 10-11am (gone on Tuesdays)

Phone: 317-278-0981
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Email: Oncourse CL or kriwood@iupui.edu

ISBN-10: 0-471-73460-8

Course Description

This course is designed to look at the various aspects involved in management and the different management styles. In addition it will look at skills and challenges faced today as well as different schools of thought. We will look at the ethics involved in management as well as the relationships between management and the rest of the company.

Major Competency Objectives

The following competency objectives are based upon three learning domains: Foundation (F) – Knowledge and Comprehension; Application (A) – Practice, Analysis, and Synthesis; and Execution (E) – Continuous Learning.

IUPUI's Principles of Undergraduate Learning are based on 5 areas: Skills (express ideas, comprehend text, communicate in various settings, use quantitative skills, and use resources to expand knowledge); Critical Thinking (analyzing, synthesizing, evaluating, and investigating new concepts); Intellectual Depth, Breadth, and Adaptiveness (substantial knowledge of the discipline, comparison/contrast to other disciplines, and ability to modify strategies); Understanding Society and Culture (compare/contrast different groups, analyze/understand local and global concerns, and perform professionally); Values and Ethics (make principled decisions and value aesthetics)

After successful completion of this course, the student will be able to:

1. Define management and the process of management. (F:S,C,I/A/E)
2. Identify the three types of managers. (F:S, U)
3. Identify the different roles of management. (F:S, C, I, U, V)
4. Explore the process of individual and group decision making. (F: C, U, V/A/E)
5. Explain how the delegation of authority is determined. (F:S, C, I/A/E)
6. Explore compensation and its relationship to performance. (F:C/A/E)
7. Identify and differentiate between the different styles of leadership. (F:S, C, I)
8. Discuss the different factors that influence managerial ethics. (F: S, C, I, U, V)
9. Explain the process of interpersonal and organizational communication. (F:C, U, V/A/E)

Evaluation Criteria

Exams: There will be 3 non-cumulative exams worth 100-points each. Details regarding the exam will be given prior to exam day. The material covered will be from the textbook, guest speakers,
and lectures. Make-up exams will not be allowed unless it is an unusual circumstance. It is the student’s responsibility to timely notify the instructor of the reasons for the missed test and make the arrangements for a makeup test. Documentation may be requested.

**Speaker Questions:** There will be two guest speakers throughout the semester worth 25-points each and are noted on the syllabus. Attendance is MANDATORY in order to receive credit. You are required to be ON TIME the day of a guest speaker as the door will be locked at the beginning of the class period. You are representing the department and the university, so professional behavior is expected. In order to receive credit, you must submit 3 questions for the guest speaker at the end of the class period. You are highly encouraged to ask these questions and many more during the presentation. However, 3 questions are required for the assignment.

**Assignments:** There will be 2 assignments throughout the semester and are noted on the syllabus along with the due dates. If you use outside resources, please be sure to cite them using APA format. Each assignment is worth 50-points and must be submitted via ONCOURSE CL under the “assignments” tab and uploaded as a Word Document -or- at the beginning of class. No late assignments will be accepted.

**Participation:** Your participation is necessary for class discussion, group activities, and in order for you to learn. Although the textbook is helpful, you learn in the classroom by listening to examples and thinking critically. Throughout the semester, there will be various activities to be completed in class. You must be present in order to receive credit for these activities. There will be no make-ups. In addition, +/- will be considered when assigning final grades for those that contribute/don’t contribute to class discussions throughout the semester.

**Grading Scale**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 500 - 460 (100%-92%)</td>
<td>Exams (3)</td>
<td>300 points</td>
</tr>
<tr>
<td>B 459 - 410 (91%-82%)</td>
<td>Speaker Reviews (2)</td>
<td>50 points</td>
</tr>
<tr>
<td>C 409 - 360 (81%-72%)</td>
<td>Assignments (2)</td>
<td>100 points</td>
</tr>
<tr>
<td>D 359 - 310 (71%-62%)</td>
<td>Participation</td>
<td>50 points</td>
</tr>
<tr>
<td>F 309 - 0 (61% or below)</td>
<td>Total</td>
<td>500 points</td>
</tr>
</tbody>
</table>

**ACADEMIC MISCONDUCT:**

IUPUI has established general guidelines concerning student academic conduct. These guidelines respect the right of every student to fully exercise their freedom to learn without interference. The university has established parameters of academic misconduct, which include, but are not limited to the following: cheating, fabrication, plagiarism, interference, violation of course rules, and facilitation of academic dishonesty.

Students are expected to not only abstain from these aforementioned activities; but also avoid the appearance of these activities and guard against making it possible for others to engage in them. A student who helps another student to cheat is as guilty of cheating as the student he/she assists. Honesty in the performance of all learning activities and examinations, whether in or out of class, is a basic expectation of any course.

Failure to adhere to these policies may be grounds for receiving failing grade for the course as well as being subjected to further disciplinary action. Please refer to the IUPUI Code of Student Rights, Responsibilities, and Conduct for further clarification.

**COURSE STANDARDS:**
1. Not all chapter information contained in the text will be covered in class; attention will focus upon certain important items that may be extracted from other sources. Unless omissions are declared, students are responsible for all reading assignments.
2. All assignments and quizzes will be graded and returned to students within one week. Grades will be posted online within this time period, too. Any discrepancy in grades must be brought to my attention within one week of posting. After this time, no changes will be made.
3. Pagers, cellular phones, stereo headphones, etc. are disruptive. Please turn them off.
4. Tardiness is unacceptable. As adults who will eventually end up in the professional workforce, you are expected to be on time. Entering the classroom late is not only disrespectful, but also disrupting to the rest of the class. Please plan ahead and make it into the room on time, especially on days when a guest speaker is scheduled.

**Assignments**

All assignments should be created as a Microsoft Word Document, double-spaced, 12-point font, and default margins. Be sure to upload assignments under the “assignment” tab and the respective page. Assignment #1 should be approximately 3-4 pages long, but will vary depending on how much information you are able to gain.

**Assignment #1:**
Each student must choose to research a business in the hospitality industry. You will need to interview 2 people from within the company: someone in a managerial/leadership role, and someone who works for/below the manager.

**Part 1 (worth 20 points)**
Based on what we have discussed in class, students must discuss and evaluate the business structure, design, leadership, and organizational culture. You must find out how the organization is operated. For example, is it a structured (mechanistic) organization or flexible (organic) organization? Is it centralized or decentralized? How do you know? Are the employees empowered? Do managers delegate? Who do they report to? How do they communicate? Is it effective? What is the culture like? These are just some examples of what you should be finding out and is the bare minimum. You are expected to come up with your own questions. You may report this as an interview format or using headings for the topics. It is your choice. Please make it clear and easy to read.

**Part 2 (worth 3 points)**
By interviewing a manager and one of their employees, you should be able to gain multiple perspectives. Discuss how the manager and the employee perspectives differ.

**Part 3 (worth 2 points)**
Lastly, what have you learned about the organization? Is it the type of organization you would like to work for in the future? Why or why not?

**Assignment #2:**
Each student must watch the movie *12 Angry Men* (1957) and answer the questions that are included in the worksheets. The worksheet is divided based on when they take a vote. Please answer all of the questions in each section, then upload the document under the respective assignment tab.