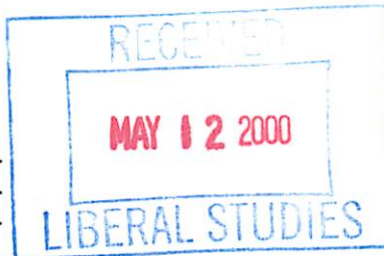


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UWUCC USE Only
Number: 00-29
Submission Date: App 4/24/01
Action-Date: Senate App 9/4/01

CURRICULUM PROPOSAL COVER SHEET
University-Wide Undergraduate Curriculum Committee

I. CONTACT

Contact Person Mr. Jeffrey Miller
Dr. Lincoln Marshall Phone 7-4440
Department Hotel, Restaurant, and Institutional Management

II. PROPOSAL TYPE (Check All Appropriate Lines)

 COURSE Prin Hospt Hum Res
Suggested 20 character title

 New Course * _____
Course Number and Full Title

XX Course Revision HR 356 Human Resource Management - Prerequisite
Course Number and Full Title Eliminate

 Liberal Studies Approval + _____
for new or existing course Course Number and Full Title

 Course Deletion _____
Course Number and Full Title

XX Number and/or Title Change HR 356 Human Resources in the
HR 256 Hospitality Industry
Old Number and/or Full Old Title
 Principles of Hospitality
 Human Resource Management
New Number and/or Full New Title

 Course or Catalog Description Change _____
Course Number and Full Title

PROGRAM: Major Minor Track

 New Program * _____
Program Name

 Program Revision * _____
Program Name

 Program Deletion * _____
Program Name

 Title Change _____
Old Program Name

New Program Name

III. Approvals (signatures and date)

[Signature] Department Curriculum Committee [Signature] Department Chair
Mary E. Suenb 5/1/00 [Signature] College Dean

+Director of Liberal Studies (where applicable)

*Provost (where applicable)



I. CATALOG DESCRIPTION

HRIM 256 Principles of Hospitality Human Resource
Management

3 credits

0 lab hours

3 semester hours

This course examines human resource management in the hospitality and healthcare industries. Major topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation and benefits administration, and classic management theory.

2. Summary of Proposed Revisions

a. Prerequisites

Eliminate current prerequisites

b. Course Number/Course Title

Old Course/Number/Course Title:

HRIM 356	Human Resources in the Hospitality Industry	3 credits
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New Course Number/Course Title:

HRIM 256	Principles of Hospitality Human Resource Management	3 credits
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c. Course Description

Old Catalog Description:

Organization and administration of hospitality business, including human resource theories and policies, work simplification, training, communication, and safety.

New Catalog Description:

This course examines human resource management in the hospitality and healthcare industries. Major topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation and benefits administration, and classic management theory.

3. Justification/Rationale for Revision

Revised title more closely defines the course content. The lowered course number enables Sophomore Level students to enroll. As this is a key course in the HRIM major, the HRIM faculty wanted it to be available at the earliest class standing level possible. HRIM 313 was eliminated as a prerequisite as HRIM 256 should be taken before HRIM 313. PSYC 101 was eliminated as a prerequisite as it is non-essential for assimilation of this course's content.

**PROPOSED
SYLLABUS OF RECORD**

3

I. Catalog Description

HRIM 256 Principles of Hospitality Human Resource Management	3 credits 3 lecture hours 0 lab hours 3c-0l-3sh
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Prerequisite: None

This course examines human resource management in the hospitality and healthcare industries. Major topics include cultural diversity, legal requirements, job analysis, recruitment and selection, training and development, performance appraisal, compensation and benefits administration, and classic management theory.

II. Course Objectives

1. Students will describe contemporary theory and practice relating to the management of the human resources within an organization as part of the total management system.
2. Students will describe the techniques involved in the procurement, development, and maintenance of human resources such as those relating to selection, training, motivation, remuneration, and insurance.
3. Students will explain the concept of union – management relations and the processes by which unionization takes place, union agreements are negotiated, and grievances administered.
4. Students will describe the components of classic management theory, such as Theory X & Y, and human resource motivation theory, such as Maslow's Hierarchy.

III. Course Outline

- A. Classic Management Theory (3 hours)**
1. Historical perspectives of managing human resources.
- B. Contemporary Issues in Human Resource Management (3 hours)**
1. HRM functions in hospitality and healthcare.
 2. The human resources era.
- C. Communicating Effectively (3 hours)**
1. Problem ownership.
 2. Verbal communication.
 3. Non-verbal communication.
 4. Communication techniques and theories.
- D. Effectively Managing Change and Conflict (3 hours)**
1. Dealing with conflict within unit operations.
 2. Stress and you.
 3. Managing time effectively.
 4. Exam
- E. Developing Your Decision-Making Skills (3 hours)**
1. The problem-solving process.
 2. Developing useful problem-solving skills.
 3. Problem-solving approaches.
- F. Recruitment, Selection, and Orienting Associates (3 hours)**
1. Recruiting strategies in hospitality and healthcare.
 2. Selection strategies in hospitality and healthcare.
 3. Orientation techniques in hospitality and healthcare.
 4. Resume and cover letter development.

- G. Training, Developing, and Appraising Associates (3 hours)**
1. The nature of training and development.
 2. Performance appraisal in hospitality and healthcare.
- H. Motivating Associates (3 hours)**
1. The nature of motivation.
 2. Theories of motivation.
 3. Motivating employee associates.
 4. Exam
- I. Creating Effective Associate Relations (3 hours)**
1. Developmental feedback.
 2. The role of power.
 3. Employee assistance programs and support efforts.
 4. Effective discipline.
- J. Identifying and Addressing Customer Needs (3 hours)**
1. Meeting the quality challenges.
 2. What the customers want.
 3. Handling complaints effectively.
- K. Understanding the International Customer (2 hours)**
1. The nature of culture.
 2. Cultural dimensions.
 3. Doing business in selected countries.
- L. Labor Unions in Hospitality and Healthcare (3 hours)**
1. Nature of labor unions.
 2. Negotiation and collective bargaining.
 3. Exam

- M. **Compensation and Benefits Administration** (2 hours)
1. Compensation strategies.
 2. Types of benefits in hospitality and healthcare.
 3. Developing a compensation / benefits package.
- N. **Future Challenges** (2 hours)
1. Dealing with diversity.
 2. Addressing ethics and discrimination issues.
 3. Dealing with employees with disabilities.
 4. Harassment.
- O. **Examinations** (3 hours)
- P. **Final Examination / Culminating Activity** (2 hours)

IV. Evaluation Methods

The final grade will be determined as follows:

- 20% Three semester one-hour examinations -- 50 points each.
Multiple choice, short answer, true-false format.
- 20% Final examination -- 200 points
Multiple choice, short answer, true-false format.
- 50% Writing assignments -- 500 points
Individual student-prepared reaction papers (5) on relevant topics
such as: Affirmative Action, Cultural Diversity, Cover Letter and
Resume Development, Job Analysis, Job Description, Performance
Evaluation, ADA, Discipline, Letter of Resignation.
- 10% Class Participation -- 100 points
Unannounced quizzes, in-class assignments.

Grading Scale:

90 – 100%	A
80 – 89%	B
70 – 79%	C
60 – 69%	D
0 – 59%	F

.V. Required textbooks, supplemental books and readings

Newman, Dianna R., and Hodgetts, Richard M., (1998) Human Resource Management: A Customer-Oriented Approach, Prentice Hall, Upper Saddle River, New Jersey.

V. Special resource requirements

None.

VI. Bibliography

Drummond, Karen Eich., (1990) Human Resource Management for the Hospitality Industry, John Wiley & Sons, Inc., New York, New York.

Go, Frank M., (1996) Human Resource Management in the Hospitality Industry, John Wiley & Sons, Inc., New York, New York.

Guerrier, Yvonne, (2000) Organizational Behavior in Hotels and Restaurants, John Wiley & Sons, Inc., New York, New York.

Jerris, Linda, (1999) Human Resources Management for Hospitality, Prentice Hall, Upper Saddle River, New Jersey.

Noe, R.A., Hollenbeck, J.R., Gerhart, B., and Wright, P.M., (1997) Human Resource Management: Gaining a Competitive Advantage, 2nd Edition, Richard Irwin Publishers, Homewood, Ill..

Sherman, A., and Bohlander, G., (1992) Managing Human Resources, 9th Edition, Southwestern Publishing Company, Cincinnati, Ohio.

IUP WebMail - FN 256

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Date Sent: Monday, April 03, 2000 4:18 PM

From: Joanne Steiner <jsteiner@grove.iup.edu> [Add to Address Book](#)

To: Jeff Miller <jmiller@grove.iup.edu>

Subject: FN 256

Status: Urgent New

The Department of Food and Nutrition has reviewed the revised syllabus for FN 256 (formerly 356). As presented this course fulfills requirements of the dietetic major for competencies addressing human resource management within the curriculum.

--
Joanne B. Steiner
Chair, Food and Nutrition



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IUP WebMail - RE: Change in PSYC 101 Prerequisite for HRIM 356

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Date Sent: Monday, March 12, 2001 4:16 PM

From: Mary Lou Zanich <mlzanich@grove.iup.edu> Add to Address Book

To: jmiller

Subject: RE: Change in PSYC 101 Prerequisite for HRIM 356

Status: Urgent New

Professor Miller,

I appreciate your informing us of the removal of PSYC 101 as a prerequisite for HRIM 356. As you point out, HRIM students are still required to complete PSYC 101 for their Liberal Studies Social Science requirements, so the change you propose does not materially affect our department. Thank you again.

Mary Lou Zanich, Ph.D.
 Chair and Professor of Psychology
 101 Uhler Hall - IUP
 Indiana, PA 15705
 PHONE: (724) 357-4528
 FAX: (724) 357-2214