

**WRITING ACROSS THE CURRICULUM
REQUEST FOR APPROVAL TO USE W-DESIGNATION**

LSC # 85
Action 12-5-91

TYPE I. PROFESSOR COMMITMENT

- Professor Donna B. Cauffiel Phone x 2562
 Writing Workshop? (If not at IUP, where? when? _____)
 Proposal for one W-course (see instructions below)
 Agree to forward syllabus for subsequently offered W-courses?

TYPE II. DEPARTMENTAL COURSES

- Department Contact Person _____ Phone _____
 Course Number/Title _____
 Statement concerning departmental responsibility.
 Proposal for this W-course (see instructions below)

TYPE III. SPECIFIC COURSE AND SPECIFIC PROFESSOR(S)

- Professor(s) Donna B. Cauffiel Phone x2562
 Course Number/Title HR 356 Human Resources in Hospitality
 Proposal for this W-course (see instructions below)

SIGNATURES:

Professor(s) Donna B. Cauffiel
Department Chairperson R. B. Sinkov
College Dean Howard J. Wengand
Director of Liberal Studies CD Cohen

COMPONENTS OF A "WRITING SUMMARY"

- (I) "Writing Summary" — one or two pages explaining how writing is used in the course. First, explain distinctive characteristics of the content or students which would help the Liberal Studies Committee understand the summary. Second, list and explain the types of writing activities; be especially careful to explain (1) what each writing activity is expected to accomplish as well as the (2) amount of writing, (3) frequency and number of assignments, and (4) whether there are opportunities for revision. If the activity is to be graded, indicate (5) evaluation standards and (6) percentage contribution to the student's final grade.
- (II) A copy of the course syllabus.
- (III) Samples of assignment sheets, instructions, or criteria concerning writing that are given to students.

Provide 12 copies to the Liberal Studies Committee.

PROPOSAL TO LSC FOR "W" DESIGNATION

HR 356 HUMAN RESOURCES IN HOSPITALITY INDUSTRY 3cr D.B.Cauffiel

This is a required course for all majors in the Hotel, Restaurant and Institutional Management Department(HRIM) and the Food and Nutrition Department(FN). Students in the HRIM Department elect one of two tracks, Restaurant/Institution Management or Lodging Management. Those students in the FN Department elect one option from Dietetics, Nutrition Education and Food Science. Each track/option requires the course HR 356 Human Resources in Hospitality Industry.

Students enrolled in the course are mostly juniors, since this course is recommended before the students are placed in HR/FN 493 Internship. Due to an increased number of transfer students into the HRIM program, there are an increased number of seniors in this course.

The rationale for using this course is that all students in the course will be in management positions where they will be responsible for planning, directing, and evaluating employees. The forms of communication most often used in the hospitality field will be the written and verbal form. Since the written form of communication does not afford the opportunity for immediate feedback, it is imperative that the "messages" sent to the employees are written so the employees understand what is being communicated. It is only appropriate for writing experiences for the students be representative of what they will be doing at the "work-site". These writing examples are: 1.) memos, 2.) job descriptions, 3.) policy and procedure, 4.) performance evaluation, 5.) resumes, 6.) case studies, and 7.) essay exams.

Students will be instructed on methods of effective communication and to follow the six C's of communication, i.e., to be clear, concise, concrete, cogent, complete, and courteous. The assignments will be graded on whether they included the six "c's" of communication when writing their memos, job descriptions, policy and procedure, and the performance evaluation. After the memos are written, the class will be divided into groups of 3-4 students. After the small group reviews the memos, referring to the grading criteria, the memos will be returned to the student. The students will rewrite the memo/memos and then submit them for grading.

Resumes will be graded after the rewrite. Students will submit a draft of their resume. After review, they will be returned for revision. The final copy will then be submitted for grading. This final copy will then be used for an internship and/or employment application. Using the case study approach will enhance the student's analytical skills, along with providing them the writing experience. All exams will be structured to be essay questions.

page two

Students will be required to:

- 1 1. Write at least two(2) memos @ (12 pts. each)
Each memo will be one page.
- 2 2. Develop at least one(1) job description @ (12 pts. each)
- 1 3. Develop at least one(1) policy and then the procedure/s to
follow in adhering to the policy @ (12 pts. each)
This will be 1 - 1 1/2 pages
- 4 4. Analyze at least two case studies @ (20 pts. each)
Each case study will be at least two pages.
- 2 5. Develop their resume for use in internship/employment
search @ (10 pts. each)

The writing assignments will be approximately 30% of the students final grade. Two of the assignments will be a rewrite. These assignments are the two memos (#1) and the resume(#5). Grading of the memos, job descriptions, policy and procedure, and resume will be on six categories worth a maximum of 2 points for each category.

These categories are: 2(adequate) 1(partially) (doesn't
1. clear 2 pts. 1 pts. 0 pts. apply)
2. concise 2 pts. 1 pts. 0 pts.
3. concrete 2 pts. 1 pts. 0 pts.
4. cogent 2 pts. 1 pts. 0 pts.
5. complete 2 pts. 1 pts. 0 pts.
6. courteous 2 pts. 1 pts. 0 pts.

The case studies will be graded on the completeness of answering the questions at the end of each case. Total points for each case will be 20 points. There will be three exams worth 60 points for each exam. Each exam will be no less than three pages for the answering the questions.

9 Exams

HR 356 HUMAN RESOURCES IN HOSPITALITY INDUSTRY

Assignment: Memo Writing

Name _____

Following class discussion on Communication, you will be required to write two memos on a topic agreed upon by you and the instructor. One memo will be directed to the employees regarding a change in/ or a new policy. The second memo will be written to your supervisor informing him/her of this policy change.

Memo to Employees

	<u>2</u>	<u>1</u>	<u>0</u>	Comments
Clear	_____	_____	_____	
Concise	_____	_____	_____	
Concrete	_____	_____	_____	
Cogent	_____	_____	_____	
Complete	_____	_____	_____	
Courteous	_____	_____	_____	
TOTAL	_____	_____	_____	_____

Memo to Employer

	<u>2</u>	<u>1</u>	<u>0</u>	Comments
Clear	_____	_____	_____	
Concise	_____	_____	_____	
Concrete	_____	_____	_____	
Cogent	_____	_____	_____	
Complete	_____	_____	_____	
Courteous	_____	_____	_____	
TOTAL	_____	_____	_____	_____

Grading scale: 2= adequate; 1= partially; 0=doesn't apply

Please submit this sheet with your assignment.

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Assignment: Job Description

Name _____

Following class discussion on Job Descriptions, you will be required to develop a job description for an assigned position. Attached is a sample of the format to be used for this assignment.

The following criteria will be used in the grading of this assignment.

Grading scale: 2= adequate; 1=partially; 0=doesn't apply

	<u>2</u>	<u>1</u>	<u>0</u>
Clear	_____	_____	_____
Concise	_____	_____	_____
Complete	_____	_____	_____
Cogent	_____	_____	_____
Concrete	_____	_____	_____
Neatness	_____	_____	_____
TOTAL	_____	_____	_____

Comments:

Please submit this sheet with your assignment.

JOB DESCRIPTION

Job Title **Pay Grade**

Hours of work **Days of Work**

Responsible to:

Responsible for:

Primary Responsibilities

Duties and Responsibilities

Education Required

Equipment Used

Special Considerations

Employee Signature

Supervisor's

I. Catalog Description

Organization and administration in the hospitality industry including personnel policies, work simplification, cost controls, supervision and sanitation. (3 hours lecture) Prerequisites: PC 101, FN 313

II. Course Objectives

- A. Provide a foundation for contemporary theory and practice relating to the management of the human resources within an organization as part of the total management system.
- B. Discuss techniques in the basic personnel processes that are involved in the procurement, development and maintenance of these human resources such as those relating to selection, training, motivation, remuneration, menu costing and insurance.
- C. Provide the necessary learning experiences that will be useful and relevant to those who will, in the future, occupy positions of management responsibility as opposed to those who may be personnel managers per se.
- D. Instill the need for management representation to accept and carry out their social responsibilities and obligations with respect to their employee's welfare and the type of jobs they would have them perform.
- E. Discuss the subject of union-management relations and the process by which unionization takes place, union agreements are negotiated and grievances pertaining to them are resolved.

III. Course Outline By Topic

- A. Hospitality Industry Overview
- B. Theories of Management
- C. Systems Approach to Management
- D. Organizational Theory
- E. Theories of Control
- F. Planning and Decision Making
- G. Productivity and Communication
- H. Labor Relations and Safety Management
- I. Financial Management

- J. Marketing and Sales Management
- K. Energy Management
- L. Legal Aspects of Hospitality
- M. Feasibility Studies
- N. Franchising
- O. Personnel Recruitment
- P. Personnel Orientation and Training
- Q. Resume Development

IV. Evaluation

Two semester tests plus the final. Tests are essay. Resume is required, worth 10 points. Case studies are occasionally given worth 10-15 points each.

V. Text

Jerome J. Vallen and James R. Abbey, The Art and Science of Hospitality Management. 1987, Education Institute of the AHMA.

WILL BE *
changed for
Sp. 1992

VI. Supplementary Material

N/A

VII. Special Provisions

N/A

VIII. Donna B. Cauffiel

Spring, 1991

IX. Evaluation

This is a writing intensive course. The following assignments are required:

- 3 exams which will be most essay questions
- Resume
- Case Studies
- ~~Abstracts~~ delete
- Memos
- Job Descriptions
- Policy and procedure development

* TEXT ordered for SPRING:

Stremann Bohinkee, Managing Human Resources, 9th ed. Southwest Publishing, 1992.

HR 356
Tentative Block Plan
Spring 1991

<u>Week of</u>	<u>Topic</u>	<u>Reading Assignment</u>
Jan. 23	Introduction	
25-28	Management Environment	Chapter 1
30-Feb. 1	Levels of Management	Chapter 2
Feb. 4-8	Ethics In Management (Case Studies on Management Styles)	Chapter 3
11-15	Planning Process (Resumes)	Chapter 4
18-20	Marketing vs. Sales	Chapter 5
22	Exam #1	
25-Mar. 1	Communications (Memo)	Chapter 7
4-6	Staffing (Job Description)	Chapter 8
11-16	ENJOY SPRING BREAK	
18-20	Recruitment Interview Selection	
22-25	Training (Policy and Procedure)	
27-29	Performance Evaluation	
Apr. 2	Exam #2	
3-8	Dealing with work groups (Case Study)	
10-12	Motivation	Chapter 9
15	Role playing on problem solving	Chapter 10
17-22	Accounting and Financial Controls	
25-27	Non-traditional Employees	

Apr.	29	EAP	
May	1	Stress Management	
	3	Future of the Industry	Chapter 11
	6	Wrap-Up	
		Final Exam	

Course Policies

1. All assignments are due on the date assigned. Failure to submit the assignment on time will result in a "0" grade for the assignment. Assignments may be developed in class and submitted at the end of the class. There will be no make-up scheduled for the assignment.
2. There will be no make-up exams unless you submit a physician's documentation explaining reason for absence. In addition, you are required to call my office or the department office (X4440) prior to the scheduled exam time reporting "off". In the Industry, you must report off prior to scheduled time. Failure to do so could result in suspension.
3. There will be no extra-credit assignments.

Evaluation: The following are required for this course.

Exam	3	60 pts. each	180 pts.
Resume	1	10 pts.	10 pts.
Case Studies	2	20 pts. each	40 pts.
Memos	2	10 pts. each	20 pts.
Job Description	1	10 pts. each	10 pts.
Policy & Procedure	1	10 pts. each	20 pts.
Abstract	2	5 pts. each	10 pts.
Performance Evaluation Form	1	20 pts.	20 pts.
Class Participation			<u>40 pts.</u>
			350 pts.
			340 pts.

- A 90-100%
 B 80- 89%
 C 70- 79%
 D 60- 69%
 F < 60%