

Department of Hospitality Management
Professional Code of Conduct



ATTENDANCE POLICY

To ensure each student is maximizing their potential and gaining comprehension and expertise in both student and program outcomes, and desirable traits expected by professional hospitality recruiters, each student will be held individually accountable for adhering to their course schedules.

Students taking hospitality management classes are expected to attend **ALL** classes. Timely and regular attendance is a performance expectation of all hospitality management students.

ABSENCES

1. A student is deemed absent when he/she is unavailable for the class as assigned/scheduled and such as time-off was not scheduled/approved in advance by the instructor (i.e., athletes attending competitions, students attending conferences/workshops, etc.).
2. The university community recognizes the value of student participation in co-curricular and extracurricular activities of the university, while acknowledging the faculty member's right to determine the terms of variance, if any, from the course syllabus.
3. The student must take the initiative to make all arrangements before class absence, including validation of participation as needed.
4. Alternate arrangements to meet course requirements should be sought sufficiently in advance to permit faculty/student agreement on the plan for completion, whether the actual completion is rescheduled before or after the anticipated absence.
5. Students in this course are allowed ***no more than three (3) unexcused absences***.
 - Students will be informed of that policy on the first class meeting as documented through the course syllabus.
 - Students are responsible for what transpired if they miss a class.
 - It is the student's responsibility to contact a classmate to determine what was missed.
6. "Excused absences" are specified in the University "Excused Absences Policy Statement" (e.g., hospitalization, death of an immediate family member)
 - In the event a student is unable to meet this expectation, he/she must obtain approval from their instructor in advance of any requested individual changes from the course syllabus.
 - Documentation must be provided to the instructor.
 - Students will not be penalized if adding a class during the regular and specified university add-drop period. Faculty will allow those students to make up any work missed before adding the class.
7. Faculty will monitor students' attendance on a regular basis and will address unsatisfactory attendance in a timely and consistent manner.

8. If the instructor records a pattern of unacceptable behavior, faculty will discuss this concern with the student.
9. Attendance will be taken at the conclusion of each class session.

CLASS TIME

All hospitality management classes start **PROMPTLY** and **BEGIN** and **END AT SET TIMES**.

1. Students taking hospitality management classes are expected to:
 - Be in their seat and ready to begin class at the scheduled time. Arriving late is disruptive and disrespectful.
 - If commuting or parking are concerns, leave for class to anticipate logistical delays.
 - When unavoidable circumstances (parking issues, late departure from the previous class, advisor meetings, etc.) prevent this, the department policy permits a grace period of unscheduled tardy occurrences of **5 minutes or less** in duration. After the 5 minute grace period, the instructor has the right to close the room door.
 - Each student will be required to knock and seek permission for entry into the room.
 - The instructor has the right to deny entry to avoid disrupting class discussion, ongoing student presentations, or speaker presentations.
 - Late arrivals to the class after the 5 minute grace period will not receive credit for attendance to that day's course.
 - Should you arrive late, enter the classroom quietly and do not disrupt anyone while finding a seat.
2. Students are required to **REMAIN IN CLASS** until dismissed by the instructor.
 - Avoid signaling, sending signs that class time is up (i.e. shutting their books loudly, unzipping and zipping backpacks, and otherwise making noises that class time is complete).
 - Do not gather materials to leave the class until the instructor has completed his or her remarks.
 - Leaving in the middle of class is unacceptable except for an emergency situation or prior consent.

TARDINESS

1. A tardy occurrence will result if a student has an unscheduled late arrival or unscheduled early departure of more than 5 minutes. A student is deemed to be tardy when he/she:
 - Arrives to the classroom after the 5 minute grace period.
 - Leaves class unexcused prior to the end of scheduled course time without prior instructor approval.
2. The policy allows for up to **THREE (3)** tardy occurrences in an academic semester before disciplinary action will result - losing points, letter grade, or administration action.

3. The faculty member reserves the right to offer 'make-up' time to a student for late arrivals and early departures, so long as such practice is applied in a consistent manner across the class, and complies with IUP academic policies.
4. Each tardy occurrence will be tracked against the occurrence maximums permitted under this policy.

CLASSROOM BEHAVIORS

The following are performance expectations of all Hospitality Management students:

1. Often a **guest speaker** will visit the classroom and hospitality management students are expected to behave as follows.
 - All students are expected to be seated and attentive at the scheduled class start time.
 - Arriving late is disrespectful and disruptive to the speaker, instructor and other students.
 - Proper preparation for speakers dictates research.
 - Researching the company, the individual, and the industry segment will allow the Department to make a good impression and will ensure a positive learning experience.
 - All students are required to prepare questions to ask the guest speaker.
 - Be courteous of the fact professional invited speakers may be "missing" their work to be with us.
 - Always be professional.
 - No yawning (please cover your mouth)
 - No side-conversations
 - No use of cell phone or other devices
 - Be attentive and always ask a question to engage the speaker.
 - Dress appropriately for the speaker and presentation. (i.e. Departmental Policy - ***hats are to be removed in the classroom***).
 - If you must leave the room, walk to the back of the room in Ackerman 110B and exit up the side aisle by the inside wall. ***Never cross in front of the speaker.***
2. **Food and beverages** are **NOT** permitted in Hospitality Management classrooms.
 - All food items must be consumed outside of the classrooms, such as the hallways.
 - If you are eating food in the classroom, you will be asked to leave the room.
3. Please refrain from carrying on **side conversations** during the class.
 - Talking to a classmate or neighbor during a lecture is disruptive to those students around you who want to learn and disrespectful to the faculty member, and is considered rude and unprofessional behavior.
4. **Classroom discussions** should be civilized and respectful to everyone and relevant to the discussed topic.

- Everyone is entitled to their opinion.
 - Classroom discussion is meant to allow us to hear a variety of viewpoints and this can only happen if respect is shown to all students.
 - Any discussion from class that continues on any listserv or class discussion list, should adhere to these same rules and expectations.
5. **Electronic devices** must be used appropriately.
- These devices include cellphones and all personal communication devices.
 - Students are required to show respect via all oral, written, and electronic communications, including presentations, written documents, course evaluations, and social media.
 - In the business world, it is considered poor etiquette if one texts, receives phone calls, or uses any electronic device during a public performance (movies, plays, concerts, lectures, meetings, and classrooms).
 - Cell phones must be **TURNED OFF** and **STORED AWAY** during class.
 - If a student is “on-call” for a legitimate work-related reason; the phone must be set to vibrate.
 - There is **NO** use of any electronic devices (e.g., cell phones, iPads, laptops, etc.) allowed during exams and other graded in-class assignments.
 - Laptop and tablet computers are allowed for (quiet) note taking only: i.e., other activities such as checking personal e-mail or browsing the Internet are prohibited.
6. In classes where **internet access** is provided, students may use the internet for valid, academic purposes only.
- Students may not use it for open access to other **NON-ACADEMIC SITES** which are unrelated to the course.
7. **Sleeping** in class is prohibited. Please stay awake and alert, with attention focused on the class activity.
- Class attendance is based on both presence and on participation (which won't occur while you are sleeping).
 - As we understand medications, employment (night auditor) may cause one to become "sleepy", please know sleeping in class ***will not be tolerated***.
8. When completing **assigned coursework**, students in hospitality management classes are expected to:
- Devote the necessary time outside of class to complete the work.
 - Expect to spend 2-3 hours per week on coursework for every credit hour earned in the class. For example, a 3-hour hospitality management course represents in-class time plus 6-9 hours per week outside-class time.
 - Students taking a full-time schedule in the hospitality management program (15 credit hours per semester) should be dedicating between 30 to 45 hours each week to their courses, not including class time. This is equivalent to what is expected of a full-time employee.

- Full-time or part-time employment does not grant students in hospitality management classes an exception to the time they are expected to dedicate to their education.
 - Students choosing to work full or part-time must manage their time carefully so that assignments and projects are not neglected until the last minute.
 - Students participating in organized campus activities are not exempt from meeting educational expectations in the hospitality management program.
- Course schedules should be planned in advance to avoid any conflict between scheduled activities (e.g., athletic games, performances) and classes.
 - Work cooperatively with other students on group assignments.
 - Respect the need to plan ahead and schedule tasks such that every group member has ample opportunity to meet all of his/her other academic and outside obligations.
9. Students must demonstrate a **professional attitude** at all times. Proper conduct within all settings allows us to practice hospitality and etiquette.
- When dealing with industry professionals and/or alumni, we are conscious of the need for proper greetings and introductions.
 - Being polite means being aware of and respecting the feelings of others.
 - We recognize the importance of follow up and responsiveness in our industry, and seek to demonstrate these objectives in our interactions with professionals and alumni.
 - Most follow-ups ***require a reminder or a thank you note.***
 - Refrain from doing anything not related to the current class (i.e., doing homework for another class; organizing a day planner; reading a newspaper, etc.).
 - Hospitality Management faculty must be addressed in a polite manner at all times, including both in-person and electronically.
 - Greet the instructor respectfully.
 - Address faculty as "Professor" or "Dr.", or "Mrs., Mr., and Ms." as appropriate.
 - Calling faculty by their first names is ***never appropriate.***
 - When speaking with the hospitality management faculty, ***always use*** the terms "***please***", "***thank you***", "***you're welcome***", "***yes ma'am/sir***", "***no ma'am/sir***". **DO NOT USE** the terms "***yeah***" or "***nope***".
10. Your **appearance** is very important. The first component of professional hospitality management appearance is proper attire.
- Most university functions such as guest speakers, alumni panels, recruiting events, and convocations require professional dress.
 - Professional dress is defined as a as a suit and tie for men and a business suit for women.
 - Attire should be classic or traditional, and should look clean, pressed, and shoes polished.

- Neither male nor female students should wear hats in hospitality management classes or during extra-curricular hospitality management activities (i.e., tours, trips, club events, etc.) unless the wearing of the hat is a religious/cultural requirement.
- Specific dress code requirements for course events will be explained in class by the instructor.

11. Your **personal business** is your business, not the students enrolled in the class.

- Please transact personal business with the instructor, asking him or her to sign forms, etc. *before* instruction begins or *after* the class has ended, or make an appointment with the instructor to meet during office hours.

12. **Off-campus activities** are a valuable component of the hospitality management department curriculum which involves experiential learning and networking with industry professionals.

- There are opportunities for students to take field trips to local businesses, attend professional meetings, and participate in extended travel.
- Students are expected to represent the Department and University in their professional conduct and their professional dress.
 - When meeting with industry professionals, attending, or participating in professional events students are expected to dress in business professional attire at all times.
 - Depending upon the trip, each instructor will have a set of rules to which students are required to comply.
- Safety is also a major concern when traveling off campus. The Department has established expectations for all students during off-campus activities.
 - These rules are intended to keep all participants safe and maximize the educational experience.
- When communicating with instructors, industry professionals, service employees while traveling, and the public in general students are expected to respect all individuals.
 - ***Vulgar or inappropriate language WILL NOT be tolerated.***
- If alcohol is provided at an event students are expected to abide by the law and university policies on alcohol consumption.
- Always ***arrive 15 minutes before*** your scheduled departure for the off campus activity. It is your responsibility to contact the Instructor and let them know if you will not be attending. It is rude and unprofessional to hold up your peers beyond the scheduled departure time while waiting for your arrival.

13. The **Hospitality Management Secretarial staff** work hard to organize and run the hospitality department. Students are expected to be professional and respectful of to all staff members and student workers.

- This expectation includes verbal and physical behavior as well as language used in email and phone messages.

- Nothing but the highest level of respect will be tolerated when interacting with secretarial staff and student workers.

14. All students must practice good **email etiquette**.

- Do not begin your emails with “Hey”.
- Spell your Instructor’s name correctly.
- Use detailed subject lines.
- Use spell check for spelling and grammatical errors.
- Try to keep your emails short. You see yourself as just one person with one question, but remember that your instructor may have hundreds of others students, all of whom see themselves just as you do. Reading through tons of novel-length emails and coming up with an answer for them is time-consuming and draining.
- If you have lots of questions, visit your instructor during office hours instead of asking them all in an email. Answering several, complicated questions is much easier in person than through email.
- Civil communication ideally requires the same investment of time from each party.
 - Emails will be answered within 24-48 hours Monday through Friday.
 - Any emails received over the weekend will be answered upon return to campus on Monday and Tuesday.
 - Also, if you emailed a question, make sure to check for a response and give a quick “thanks”. ***You won’t believe how far a simple acknowledgment and a little gratitude will get you with someone.***
- Your instructor will likely communicate class changes or cancellations via email so be sure to check your email regularly.
- Remember the differences between I-mail and D2L email.