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| **Course ID:** HST 100 (3 credit hours) | **Course Name:** Intro to Hospitality, Sport, and Tourism |
| **Instructor:** Stosh Kajfasz  | **E-mail:** Skajfasz@nfschools.net |
| **Office Hours:** Period 2-3  | **Phone:** Ext 41218 |
| **Office Location :** 218 |  |

# Department Mission Statement

*Please paste your departmental mission statement here which can be found in the online catalogue under Primary Resources at,* [*http://www.niagara.edu/catalog-literature-and-forms/*](http://www.niagara.edu/catalog-literature-and-forms/) *.*

# Course Description

This course explores the service concept. A thorough understanding of the management and delivery of quality service is important, as this is the single most important aspect that ties together all the diverse elements of our industry, and it is an important element of personal and professional managerial success. To that end we will also explore the important cornerstones of professionalism as presented in the CHSTM’s Code of Professionalism- Attitude, Appearance, Preparation, and Conduct. The course will also encourage students to become good decision makers and explore career opportunities. We introduce students to the history, function, and structure of the travel, hotel, restaurant, and recreation and sport industries. Students will be introduced to the structure of industry components, and current issues and opportunities will be analyzed utilizing industry speakers. Method of Teaching

# This course will encompass a variety of instructional methods and learning techniques to assist in the transfer of knowledge and to stimulate student interest. Students will be exposed to and participate in lectures, class discussions, critical thought analyses, assigned readings, case studies, interactions with industry professionals.

# Method of Teaching

Classroom lecture, discussions, guest lectures, written assignments, group projects

# Student Learning Objectives

College of Hospitality, Sport, and Tourism Management Program Learning Outcomes (PLOs)

1. Students will demonstrate competence in the communication skills necessary for hospitality, sport, and tourism management.
2. Students will formulate business decisions in hospitality, sport, and tourism management.
3. Students will evaluate leadership principles necessary in the diverse and global hospitality, sport, and tourism industry.
4. Students will identify and apply the knowledge and skills necessary for hospitality, sport, and tourism operations.
5. Students will develop and integrate a core set of business skills necessary to successfully operate a hospitality, sport, and tourism organization

# Assessment

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| *Specific Course Objectives* | *Assessment Method* | *College Learning Outcomes* |
| *1. To assess personal strengths and weaknesses as they apply to a career in the hospitality, sport and tourism fields* | *Readings, class discussions, group assignments, section assignments* | *1, 2, 3,4,5* |
| *2. To be able to identify the major participants and forces shaping the hospitality, sport and tourism fields* | *Readings, presentation, current event assignments,*  | *1,2,3, 5,* |
| *3. To develop an understanding of the management and marketing functions in today’s service and experience economy*  | *Readings, class discussions, website*  | *1,2,3,4,* |
| *4. To identify current trends and future challenges affecting the hospitality, sport and tourism fields* | *Reading assignments, essay assignments, current event articles, guest speakers*  | *1, 2,3,4,5* |
| *5. To develop a preliminary career interest* | *Readings, section assignments* | *1, 2,4,5* |

# Outline of Course

This class will be focusing on the following topics:

1. Hotel and Restaurant Mgt- The focus of this topic will start with the size/ scope of the industry, while highlighting organization, management, and leadership aspects. This topic will continue into F&B where we will focus on operations, financials, and cultural awareness.
2. Tourism and Event Mgt- The focus of this topic will be about the impact of tourism, global impact, and recent trends. There will be a focus on future of careers in the industry and all growth aspects.
3. Sport and Recreation Mgt- Sports and Recreation management will dive into the different sectors of the industry. The focus will be on careers and the management and leadership aspects.

Week 1-5: Hotel and Restaurant Management

Week 6-10: Tourism and Event Mgt

Week 11- 15: Sport and Recreation Mgt

\*\*Major projects will be completed after each section.\*\*

# Requirements of Course and Workload Information

A typical three-credit course expects an average of two hours of coursework outside of the classroom for every one hour of in-class instruction.

Assignments need to be submitted through Microsoft Teams by the assigned due date by 11:59pm. **Should the School cancel class, an update will be sent for a possible new due date**. Attendance is critical for success.

## Textbooks(s)

### [**EXPERIENCE ECONOMY**](https://niagara.bncollege.com/course-material-listing-page?bypassCustomerAdoptions=true) **By Pine Ii Edition : 19**

**Publisher :** INGRAM PUB **ISBN 13 :** 9781633697973

## Major assignments

**Hospitality-Cultural Awareness**

Explore the effects of the Hospitality industry and explain how it has been affected by Covid-19.

Part 1- Research a career within the industry and explain how it has changed over the past two years. Rubric will be posted.

Part 2- Acting as if you are the head of HR, you will complete a mock interview with someone for a provided Job posting. You will prepare interview questions and a 1-page document of your interview and provide your recommendation.

**Sport Management- Analysis and presentation of job posting**

To better understand the sport management industry and all the places it can take you, you will find a current job posting for a job in the sport management industry, which you will analyze and present to class. Further details are located on Canvas.

**Tourism- Journal**

Students will analyze different areas of the world and provide information on how their Tourism industry differs from what we are accustomed to. The focus will be on two countries and students will compare the two. Rubric will be posted.

## Attendance Policy

Attendance is a big key to success- show up and participate! Should classes be canceled by the institution due to weather or any other occurrence, assignments, exams, etc. are due at the next class meeting. We are partners in learning and we expect you to attend all classes. Missing classes more than four times will result in the loss of a full letter grade. If you need to be absent on a test or exam day, you will take a test or exam **prior** to the day on which you will be absent. You need to take the initiative to arrange for a time convenient for all involved. Your grade can be positively affected by worthwhile class contributions and attendance. Personal traits such as enthusiasm, integrity, honesty, and pride are important in our industry. Be in class! Take tests at scheduled times! Do the right thing! Meet deadlines! Develop a positive image of yourself! Please let me know any reasons, academic or personal, that might cause you to be concerned about your academic progress. We will be responsive to any situation that warrants special consideration. Student athletes are encouraged to contact their professor to seek make-up assignments for missed classes.

## Grading Policies and Procedures

## Professionalism is required from you. Class assignments should be completed with proper presentation, spelling, and professionalism. It is extremely important that assignments and presentations show a high degree of accuracy and professionalism. Proper care will eliminate mistakes. Unless written permission is received in advance of the due date, all assignments will be turned in on the day they are due. Assignments must be submitted on the day they are due at the start of class. Participants in this class are expected to do the readings before each class. If you don't read prior to the class discussion, you risk losing a significant amount of course credit because you are unprepared to participate in class discussions