COURSE OUTLINE

Course Number  
HOS100

Course Title  
Hospitality Success Skills

Credits  
1

Instructor  
Frank Mazzella
fmtacobell@aol.com

Hours:  
1
Lecture/Lab/Other

Co- or Pre-requisite

Implementation  
SPRING/2014

Catalog description: Introduces skills necessary to be successful in the hospitality program and the hospitality industry. Emphasizes career options and how to make the most of the educational experience through self-management, internship opportunities, and effective study habits. Additional topics include customer service, history and trends of the hospitality industry, and the role of cultural diversity.

Required texts/other materials: No text book or materials are required.

Revision date:  
Spring 2014

Course coordinator:  
Doug Fee, BS116
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Course Goals
1) Identify resources available at the college and demonstrate a working knowledge of specific college resources, procedures, and practices that can be utilized to support success. There will be a library orientation class to help with identifying resources.
2) Analyze and access yourself as a present and future employee of the hospitality industry.
3) Apply theory with practice by performing exercises related to the hospitality industry.
4) Discuss the skills, aptitudes and education necessary for successful hospitality careers and evaluate the outcomes of various career choices.
5) Question and differentiate potential outcomes based on ethical decision making.
6) Practice the principals of time management for school, work, and home life.
7) Discuss Life after Mercer. Compare HRIM programs and educational options upon completion of the MCCC program.
8) Describe and analyze career paths for both traditional and emerging areas of the hospitality industry.
9) Apply goal setting to our daily and weekly routines, and follow up on achieving one’s goals.
10) To have a better understanding in an area of the hospitality industry that interests you the most.
GRADE SCALE:
100% - 93% = A
92% - 90% = A-
89% - 87% = B+
86% - 83% = B
82% - 80% = B-
79% - 77% = C+
76% - 70% = C
69% - 60% = D
59% - 0% = F

STUDENT EVALUATION PROCESS:

EVALUATION OF STUDENT LEARNINGS
1) ATTENDANCE / PARTICIPATION = 40%
2) GOAL ASSIGNMENT = 15%
3) SELF ANALYSIS = 15%
4) RESTAURANT REVIEW = 10%
5) CAREER RESEARCH PAPER = 20%

1) Attendance/Participation is a crucial element to this course. No credit is given for taking up space in my class. You are expected to participate. Several speakers from the hospitality industry will be brought in to speak on a weekly basis to discuss their particular field in the industry. Hotel General Managers, chefs, owners of restaurants & bakeries, etc., will be brought in to discuss how they made it in the industry, what it took, and what skills are required to make it in that field today. Speakers do this on their own free time, so it is vital all students arrive on time, and act professional. No students will be allowed to walk-in after a guest speaker has started. Each speaker will provide a question/answer time, and students are required to ask at least one question each as part of their participation grade for that day.
2) **Goal Assignment** Each student will be required to write a goal paper based on the following areas.

- Financial
- Personal/Relationship
- Health
- Home/Living Situation
- School
- Career

You will be required to set goals for yourself for a time period of one month, one year, 5 years, and 10 years in these areas. This is a 2 page typed assignment.

3) **Self Analysis** Each student will be required to do a one page typed self analysis on themselves. The criteria will be provided by the instructor.

4) **Restaurant Review** Each student will be required to do a restaurant review on any restaurant of their choice. Fine Dining, fast casual, fast food, etc. A list of criteria will be provided by the instructor. This is a 1 page typed assignment.

5) **Career Research Paper** Each student will be required to prepare a written career paper focusing on a hospitality career of their choice. It should include goals you hope to achieve over the next 10 years. Students must be able to source their material to back up their statements. Written paper must be a minimum of 1,500 words. (approx. 5 pages single spaced). Do not cut and paste from the internet and expect to pass. Plagiarism will be reported to the academic standards committee and result in failing this course. Topics must be sourced using a minimum of 3 separate sources.

Information that must be included in your career paper
- Career title
- Educational Requirements
- Salary Ranges
- How competitive is the field
- What skills are required (both physical & mental)
- How many hours are typically required each week
- What is a typical day in the field like
- Word count must be listed on your source page
Academic Integrity Statement:

A student who knowingly represents work of others as his/her own, uses or obtains unauthorized assistance in the execution of any academic work, or gives fraudulent assistance to another student is guilty of cheating. The penalty for violating the honor code is severe. (See Student Handbook.) Any student violating the honor code is subject to receive a failing grade for the course and will be reported to the Office of Student Affairs. If a student is unclear about whether a particular situation may constitute an honor code violation, the student should meet with the instructor to discuss the situation.

It is permissible to assist classmates in general discussions of computing techniques; general advice and interaction are encouraged. Each person, however, must develop his or her own solutions to the assigned homework and laboratory exercises. Students may not “work together” on graded assignments. Such collaboration constitutes cheating, unless it is a group assignment. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own.

Classroom Conduct Statement

It is the student's responsibility to attend all classes. As stated in the catalog, Mercer has no class cut policy. If a student misses a class meeting for any reason, he/she is responsible for all content that is covered, for announcements made, and for acquiring any materials that may have been distributed in class. It is expected that students be on time for all classes. Students who walk into class after it has begun are expected to choose seats close to where they entered the room so that they do not disrupt the class meeting. It is also expected that cell phones will not be used during classes. Should a cell phone ring or be used during a test, the grade for that test will be zero.

Students are expected to follow ordinary rules of courtesy during the class sessions. Engaging in private, side conversations during class time is distracting to other students and to the instructor. Leaving class early without having informed the instructor prior to class is not appropriate. Unless there is an emergency, leaving class and returning while the class is in session is not acceptable behavior. Disruptive behavior of any type, including sharpening pencils during class while someone is speaking, is not appropriate.

The college welcomes all students into an environment that creates a sense of community of pride and respect; we are here to work cooperatively and to learn together.