RPTA 178: HUMAN RESOURCES MANAGEMENT IN THE HOSPITALITY INDUSTRY

In Workflow

1. RPTA Committee Chair (tony@csus.edu)
2. RPTA Chair (tony@csus.edu)
3. HHS College Committee Chair (knam@csus.edu)
4. HHS Dean (maguirem@csus.edu)
5. Academic Services (torsetj@csus.edu;%20212408496@csus.edu;%20cnewsome@skymail.csus.edu)
6. Senate Curriculum Subcommittee Chair (curriculum@csus.edu)
7. Dean of Undergraduate (james.german@csus.edu;%20celena.showers@csus.edu)
8. Dean of Graduate (cnewsome@skymail.csus.edu)
9. Catalog Editor (212408496@csus.edu;%20torsetj@csus.edu;%20cnewsome@skymail.csus.edu)
10. Registrar's Office (wwd22@csus.edu;%20wlindsey@csus.edu;%20sac19595@csus.edu;%20danielle.ambrose@csus.edu; %20h.skocilich@csus.edu;%20205109584@csus.edu)
11. PeopleSoft (PeopleSoft@csus.edu)

Approval Path

1. Tue, 08 Oct 2019 22:04:49 GMT
   Anthony Sheppard (tony): Approved for RPTA Committee Chair
2. Tue, 08 Oct 2019 22:48:46 GMT
   Anthony Sheppard (tony): Approved for RPTA Chair
3. Tue, 15 Oct 2019 22:35:34 GMT
   Kisun Nam (knam): Rollback to Initiator
4. Thu, 17 Oct 2019 17:24:44 GMT
   Greg Shaw (sac14077): Approved for RPTA Committee Chair
5. Thu, 17 Oct 2019 17:29:38 GMT
   Greg Shaw (sac14077): Approved for RPTA Chair
6. Fri, 18 Oct 2019 19:29:08 GMT
   Kisun Nam (knam): Approved for HHS College Committee Chair
7. Mon, 21 Oct 2019 19:45:08 GMT
   Mary Maguire (maguirem): Approved for HHS Dean

New Course Proposal

Date Submitted:Thu, 17 Oct 2019 16:42:48 GMT

Viewing:RPTA 178 : Human Resources Management in the Hospitality Industry

Last edit:Thu, 17 Oct 2019 16:58:28 GMT

Changes proposed by: Greg Shaw (101062685)

Contact(s):

Name (First Last)	Email	Phone 999-999-9999
Abhijeet Shirsat	shirsat@csus.edu	916-278-6752

Catalog Title:

Human Resources Management in the Hospitality Industry

Class Schedule Title:

HR Management in Hospitality

Academic Group: (College)

HHS - Health & Human Services

Academic Organization: (Department)

Recreation, Parks, and Tourism Administration

Will this course be offered through the College of Continuing Education (CCE)?

No

Catalog Year Effective:
Fall 2020 (2020/2021 Catalog)

Subject Area: (prefix)
RPTA - Recreation, Parks, and Tourism Administration

Catalog Number: (course number)
178

Course ID: (For administrative use only.)
TBD

Units:
3

In what term(s) will this course typically be offered?
Spring term only

Does this course require a room for its final exam?
Yes, final exam requires a room

Does this course replace an existing experimental course?
Yes

This course replaces the following experimental course:
RPTA 196M - Human Resources Management in the Hospitality Industry

This course complies with the credit hour policy:
Yes

Justification for course proposal:
This course was developed as an experimental course (RPTA 196M) as part of RPTA's redevelopment of course offerings in hospitality and tourism management. This is being done for several reasons:

-Student interest in hospitality and tourism

-The Chancellor's Office push to develop/expand hospitality program offerings at the CSU campus

-Visit Sacramento's and the Sacramento Hotel Association's desires to work with RPTA to expand/elevate the hospitality and tourism program at Sac State

-The recently approved Transfer Model Curriculum (TMC) in Hospitality Management between the CSU and the California Community Colleges (CCC)

-The recent hiring of two tenure track faculty in the area of hospitality management (and the current search for a third faculty in the area of tourism)

The experimental courses (196G, 196H, 196L, and 196M) are course content specifically requested of the new faculty positions in hospitality.

The course, RPTA 178: Human Resources Management in the Hospitality Industry, is a common, but advanced course in hospitality programs. The Hayes/Ninemeier text is typically used for this type of class, and this will help to bring the Sac State program more in line with hospitality programs at CSU, East Bay and CSU, Chico by further building hospitality management skills based on what students have already learned in RPTA 105: Management in Recreation, Parks and Tourism, and RPTA 184: Hospitality Administration, two long-standing courses in the department.

Course Description: (Not to exceed 80 words and language should conform to catalog copy.)
Comprehensive study of personnel management in today's hospitality profession, familiarizing students with many of the functions related to recruiting, selecting, orienting, training, and retaining outstanding lodging industry staff. Additionally, the course familiarizes students with the effects of rising labor costs, increasing competition for quality staff, changing employees attitudes, evolving guest expectations, and a proliferation of new laws that impact human resources policies and activities.

Are one or more field trips required with this course?
No

Fee Course?
No

Is this course designated as Service Learning?
No

Does this course require safety training?
No

Does this course require personal protective equipment (PPE)?
No

Does this course have prerequisites?
Yes

Prerequisite:
RPTA 80 or Instructor Permission.

Prerequisites Enforced at Registration?
Yes

Does this course have corequisites?
No

Graded:
Letter

Approval required for enrollment?
No Approval Required

Course Component(s) and Classification(s):
Lecture

Lecture Classification
CS#02 - Lecture/Discussion (K-factor=1WTU per unit)
Lecture Units
3

Is this a paired course?
No

Is this course crosslisted?
No

Can this course be repeated for credit?
No

Can the course be taken for credit more than once during the same term?
No

Description of the Expected Learning Outcomes: Describe outcomes using the following format: "Students will be able to: 1), 2), etc."
By the end of the course, students will be able to…
1. Define the most important principles and concepts of recruiting, selecting, orienting, training, and retaining outstanding staff members in hospitality.
2. Analyze recruitment and training processes of the hospitality industry.
3. Analyze and develop the basic functions for each position in the hospitality industry.
4. Explain appropriate customer service training for all levels within the company.
5. Create effective communication strategies between all personnel.
6. Define in context several key concepts (including rising labor costs, increasing competition for quality staff, changing employees' attitudes, evolving guest expectations and proliferation of new laws in the hospitality industry).
7. Argue the essential benefits and responsibilities of delegation.
8. Numerate fundamental elements in managerial decision making related to staffing.

Assessment Strategies: A description of the assessment strategies (e.g., portfolios, examinations, performances, pre-and post-tests, conferences with students, student papers) which will be used by the instructor to determine the extent to which students have achieved the learning outcomes noted above.

Attendance & participation: 20%
Exams (2): 40% (1-4 in Exam I; 5, 6 & 7 in Exam 2)
Case Study 20% (6&8)

Class assignment and quizzes: 20% (1-8)
TOTAL 100%

For whom is this course being developed?

Majors in the Dept
Minors in the Dept

Is this course required in a degree program (major, minor, graduate degree, certificate?)

No

Does the proposed change or addition cause a significant increase in the use of College or University resources (lab room, computer)?

No

Will there be any departments affected by this proposed course?

No

I/we as the author(s) of this course proposal agree to provide a new or updated accessibility checklist to the Dean's office prior to the semester when this course is taught utilizing the changes proposed here.

I/we agree

University Learning Goals

Undergraduate Learning Goals:

Competence in the disciplines

Is this course required as part of a teaching credential program, a single subject, or multiple subject waiver program (e.g., Liberal Studies, Biology) or other school personnel preparation program (e.g., School of Nursing)?

No

GE Course and GE Goal(s)

Is this a General Education (GE) course or is it being considered for GE?

No

Please attach any additional files not requested above:

RPTA_178_Syllabus.pdf

Reviewer Comments:

Kisun Nam (knam) (Tue, 15 Oct 2019 22:35:34 GMT): Rollback: Committee approved the form with pending changes. Please refer to the discussion during meeting. Committee members from the department will provide the detailed changes to the chair/author. Once re-submitted, the chair may approve the proposal immediately.

Key: 14182