PRT 3207-001  Park, Recreation, & Tourism Management

FALL 2019

CLASS TIME AND LOCATION

T Th 12:25 – 1:45 p.m.
Stewart Building 205
3.0 Credit Hours

INSTRUCTOR INFORMATION

Dr. Camilla J. Hodge, Ph.D.

Assistant Professor
801-585-7239  c.hodge@utah.edu
Department of Health, Kinesiology, and Recreation
Office location: William Stewart Building 204
Office hours: T 9:30 - 10:30 a.m., W 10 a.m. - 12 p.m., by appointment

COURSE DESCRIPTION

Systematic approach to management in the hospitality industry. Students analyze contemporary issues and practices, and trends that transform the way employees in the hospitality industry are managed.

REQUIRED MATERIAL

https://utah.instructure.com/courses/571392/assignments/syllabus
1. TurningPoint app or clicker
2. Knowledge Matters Hospitality Accounting Module
   - You can access the online version of the 3rd edition of the textbook via the J. Willard Marriott Library web site.
   - Two copies of the 5th edition are on Reserve on the third floor of the J. Willard Marriott Library.
   - You may also consider teaming up with a classmate to share the cost of a textbook.

STUDENT LEARNING OUTCOMES

By the end of this course, you will be able to:

1. Demonstrate essential managerial and leadership skills.
2. Define and describe management processes including planning, organizing, leading, and controlling.
3. Describe and evaluate critical ethical and legal considerations in management.
4. Engage in professional networking by compiling and applying networking principles.
5. Design an employee handbook that describes and applies basic managerial skills including human resource management, fiscal management and budgeting.
6. Gain insight into and construct a personal philosophy of management.
7. Demonstrate professional communication skills through written and oral reports

TEACHING AND LEARNING METHODS

It is ultimately up to you, the student, to take responsibility for your learning. Therefore, in addition to the Student Learning Outcomes targeted for this course, I encourage you to make two or three goals for your own learning in this course. Course content will be delivered through lectures and readings, and will be practiced using in- and out-of-class learning activities. The ultimate goal is not only knowledge acquisition but also application.

LEARNING ASSESSMENTS

Successfully completing this course and achieving its learning outcomes will depend on performance in the assignments outlined below. More detailed assignment descriptions and rubrics are provided in the corresponding Assignments description for each on Canvas. **Do not rely on the summary descriptions**
provided in the syllabus. To maximize success, students should carefully review the assignment descriptions and rubrics.

Attendance (90 points)

Attendance will be taken each class period via TurningPoint. Each class period will count for 3 points. If cell phone/clicker is not working or forgotten, students are allowed to sign a written roll five times throughout the semester after class (this will be worth 1.5 points). No roll will be taken during Week 1 of the semester.

Class Introductions (10 points)

Briefly introduce yourselves to Dr. Hodge and each other on Canvas (being sure to follow the instructions on Canvas). To earn full points, you must also reply to at least one classmate.

Hospitality Accounting Module (75 points)

This online learning module is facilitated by Knowledge Matters (see required materials). Students will work individually to complete a module focused on budgeting.

Mentoring Luncheon Prep, Attendance, & Reflection (175 points)

Students will have lunch with one or more PRT managers who are active in the field in small groups. Students will be asked to prepare for the luncheon by developing a list of questions to discuss during lunch, and reviewing etiquette. Business casual attire is required for this event. Attendance is required.

Employee Handbook Presentation (100 points)

Employee handbooks, which contain components such as mission statements, policies, risk management plans, etc., are the foundation of sustainable businesses. Working in groups, students will incorporate what they have learned throughout the semester to design and develop an employee handbook. Student groups will develop, rehearse, and give a 20-minute presentation describing their recreation business and content of their corresponding handbook. An assignment description detailing assignment criteria and expectations, and a grading rubric are available on Canvas.

Employee Handbook (125 points)

Employee handbooks, which contain components such as mission statements, policies, risk management plans, etc., are the foundation of sustainable businesses. Working in groups, students will incorporate what they have learned throughout the semester to design and develop an employee handbook. An assignment description detailing assignment criteria and expectations, and a grading rubric are available on Canvas.

Group Meeting with Dr. Hodge (25 points)

Schedule a time to meet with Dr. Hodge as a group prior to submitting your handbook. You can schedule meetings during class time on scheduled Group Work Days, during office hours, or by appointment. Attendance of all group members is required.

Peer Review (50 points)
After submitting your employee handbook, complete an online peer review of your group members. The link to the peer review will be provided by Dr. Hodge. The scores from your peers will factor into your final group project grade. You must submit a peer review to receive peer review points.

**Exams (200 points)**

Exams will be multiple choice. Each question will count for two points. Exam 1 will have 50 questions. Exam 2 will contain 25 questions from the material not covered in previous exams and 25 questions that apply material from throughout the class.

**Quizzes (50 points)**

Quizzes on readings will be given via Canvas. They are timed, open book, and worth 10 points each. Due dates are listed in the Course Schedule and on Canvas. Quizzes must be made up within 7 calendar days of university excused absences.

**Extra Credit (up to 10 points)**

Students may opt to complete an article critique on a scholarly publication that is relevant to a topic covered in class. See Canvas for details. Additional extra credit opportunities will be announced in class and posted to Canvas throughout the semester.

## GRADE SCHEME

The following assignments will be accepted up to two days late: (1) *Mentoring Luncheon Reflection* and (2) *Employee Handbook*. Each day past the due date results in a 10% grade reduction (up to a 20% reduction). After two days, no credit will be given. **No other assignments will be accepted late.**

The following grading standards will be used in this class:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>100 % to 92.5%</td>
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<tr>
<td>A-</td>
<td>&lt; 92.5 % to 89.5%</td>
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<tr>
<td>B+</td>
<td>&lt; 89.5 % to 87.5%</td>
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<td>B</td>
<td>&lt; 87.5 % to 82.5%</td>
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<tr>
<td>B-</td>
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<td>C+</td>
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<td>C</td>
<td>&lt; 77.5 % to 72.5%</td>
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<tr>
<td>C-</td>
<td>&lt; 72.5 % to 69.5%</td>
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<td>D+</td>
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<td>D</td>
<td>&lt; 67.5 % to 62.5%</td>
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<tr>
<td>D-</td>
<td>&lt; 62.5 % to 59.5%</td>
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COURSE POLICIES AND RESPONSIBILITIES

It is ultimately up to you, the student, to take responsibility for your learning. The following policies on classroom conduct, attendance, and grading will help you have a successful classroom and overall course experience.

As part of this course, we will use a general discussion board on Canvas where students can post questions about assignments or the syllabus. Consider it a community page where you can interact with each other and the professor. Feel free to respond to other students’ questions in respectful and helpful ways. It is the expectation that students posting to the public forum will be courteous and professional to each other and the professor. Also, please remember, this is a public forum. If you have questions about your individual grades or attendance, please use a direct message to the professor instead of the discussion board.

**Classroom Conduct:**

- Students are responsible for attending all classes (this is a university policy!), and for taking notes and obtaining other materials provided by the instructor.
- Students are responsible for coming to class prepared by completing readings **before** class on the day the reading is assigned (see the Course Schedule).
- Students are responsible for monitoring their own grades and attendance.
- Behaviors that disrupt other students’ learning are These behaviors include but are not limited to consistently arriving late to class, social conversation **during class**, and disruptive use of technology (e.g., letting your phone audibly ring or watching a movie during class).
  - The professor reserves the right to dismiss from class anyone who is disrupting the learning environment. Students dismissed from class will not receive credit for attendance.
- If you use a laptop to take notes, that’s great! Please be respectful, however, of others seated around you who may also see what is on your screen.
  - When guest lecturers attend our class, **laptops and other devices may not be used.**

**Email Policy:**

- Please practice professionalism in your emails to the professor. For a brief, yet thorough, review of email etiquette, please review the following article online: “15 Email Etiquette Rules Every Professional Should Follow” available at https://www.inc.com/business-insider/email-etiquette-rules.html

**Attendance Policy:**

- Attendance is required and accounts for 10% (90 points) of students’ final grades.
We will TouchPoint to track attendance.
In the event of TouchPoint app or clicker failure, attendance will be collected via a written sign-in sheet.
If cell phone/clicker is not working or forgotten, students are allowed to sign a written roll five times throughout the semester after class (this will be worth 1.5 points).
No roll will be taken during Week 1 of the semester.
It is the student's responsibility to (a) "sign in" each day of class, (b) regularly check Canvas to ensure attendance reports are accurate, (c) meet assignment deadlines when absent, and (d) obtain notes and other class materials from another student.
Students are expected to maintain their academic integrity in reporting attendance. Signing in for another student who is not in class is considered cheating and will be treated as such.
If you have questions about your attendance, please contact Dr. Hodge.
Please contact Dr. Hodge at least one week before a foreseeable university-excused absence. Students who anticipate missing multiple classes due to travel related to team sports or other university activities should contact Dr. Hodge at the beginning of the semester to ensure prolonged absences will not adversely affect overall course performance.

Grading Policy:

It is unfair and against university policy for a professor to offer one student an opportunity to improve a grade without providing the same opportunity to all other students. Therefore, I cannot do anything to help your grade, especially your final grade, without offering the same opportunity to all other students in the class. So please, do not make requests for individual grade rounding or regrading of any assignments. Any inquiries regarding grades must be made within one week of receiving the posted grade on Canvas. Other general policies associated with grading are as follows:

Electronic or equipment failure: It is your responsibility to maintain your computer and related equipment in order to submit assignments and participate in the course.
Document archiving: You are responsible for making sure your assignments, including attachments, are received before the deadline. Students are also responsible for ensuring that the documents submitted are the correct document to be graded.
Naming conventions and software type: You are responsible for submitting the assignment with the required naming convention, correct file extension, and using the software type and version required for the assignment. See assignment instructions for acceptable formats.

Plagiarism Policy:

Students will be asked to produce original writing in this class. Students will be held to the highest ethical standards including zero-tolerance of plagiarism. Plagiarism is the inaccurately documented or undocumented use of another’s words and ideas, or claiming another’s words and ideas as one’s own (APA, 2010, p. 15). Quotations should be used sparingly in a supportive fashion. All quotes must be in quotation marks and properly referenced. Try to summarize ideas into your own words and include your own reactions, thoughts, and interpretations of what you have read. Violation of any research ethics will be officially sanctioned.
CANVAS INFORMATION

Canvas is the where course content, grades, and communication will reside for this course.

- Access Canvas through [utah.instructure.com](http://utah.instructure.com) or through [CIS](https://cis.utah.edu)
- For Canvas, Passwords, or any other computer-related technical support contact the [Campus Help Desk](https://it.utah.edu/help).
  - 801 581-4000
  - [http://it.utah.edu/help](http://it.utah.edu/help)
  - helpdesk@utah.edu (mailto:helpdesk@utah.edu)
- For Canvas related issues or bugs, contact the Teaching & Learning Technologies help desk
  - 801-581-6112 ext 2
  - classhelp@utah.edu (mailto:classhelp@utah.edu)

COURSE SCHEDULE

*Note: Our schedule is subject to revision based on the needs of our class; any updates will be made available for students through Canvas.*

Course Summary:

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
<th>Due by</th>
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</thead>
<tbody>
<tr>
<td>Mon Aug 26, 2019</td>
<td>Class Introductions (<a href="https://utah.instructure.com/courses/571392/assignments/6452347">https://utah.instructure.com/courses/571392/assignments/6452347</a>)</td>
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<td>Quiz 1: Syllabus Quiz (<a href="https://utah.instructure.com/courses/571392/assignments/6452342">https://utah.instructure.com/courses/571392/assignments/6452342</a>)</td>
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<tr>
<td>Thu Sep 12, 2019</td>
<td>Quiz 3: Planning &amp; Organizing (<a href="https://utah.instructure.com/courses/571392/assignments/6452343">https://utah.instructure.com/courses/571392/assignments/6452343</a>)</td>
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<td>Quiz 5: Controlling</td>
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<td>Thu Oct 3, 2019</td>
<td>Exam One</td>
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<td>Thu Oct 17, 2019</td>
<td>Hospitality Accounting Module</td>
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<td>Thu Oct 31, 2019</td>
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<td>Tue Nov 5, 2019</td>
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<td>Tue Nov 12, 2019</td>
<td>Mentoring Luncheon Reflection</td>
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<td>Thu Nov 21, 2019</td>
<td>Exam Two</td>
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<td>Group Meeting w/ Dr. Hodge</td>
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<td>Employee Handbook Presentation</td>
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<td>Article Critique - Extra Credit Opportunity</td>
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<td></td>
<td>Employee Handbook</td>
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<td>Group Member Evaluation</td>
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https://utah.instructure.com/courses/571392/assignments/syllabus