

Syllabus

HSM-410: Current Trends and Issues in Hospitality Management

Course Description

Students in this course will demonstrate the ability to pass the federal service sanitation requirements examination, determine the food service safety certification requirements for their municipalities, and evaluate the impact of government regulations on the hospitality industry. Students will assess franchising as an entrance path into business ownership and analyze the impact of increased labor costs and other current trends on the industry. A leadership perspective consistent with a biblical worldview will be developed in the course.

Credit Hours: 3

Prerequisite Courses: None

Course Outcomes

Upon successful completion of this course, you should be able to:

1. Demonstrate the ability to meet the federal service sanitation requirements.
2. Determine the food service safety certification requirements for your municipality.
3. Evaluate the impact of government regulations on the hospitality industry.
4. Assess franchising as an entrance path into business ownership in the hospitality industry.
5. Analyze the impact of increased labor costs on the industry.
6. Determine the impact of other current trends and issues on the industry.
7. Develop a leadership perspective consistent with a biblical worldview.

Course Textbook

National Restaurant Association. (2017). *ServSafe manager book with answer sheet* (7th ed.). Boston, MA: Pearson.

Course Technology

- Off-Campus Library Services (OCLS)
- Computer
 - Internet access
 - Audio/speakers

Grading Scale

NOTE: In graduate-level courses, a grade of C- or below will require the course to be repeated.

Grade	Quality Points Per Credit	Percentage	Score
A	4.0	95%–100%	950–1000
A-	3.7	92%–94.9%	920–949
B+	3.3	89%–91.9%	890–919
B	3.0	85%–88.9%	850–889
B-	2.7	82%–84.9%	820–849
C+	2.3	79%–81.9%	790–819
C	2.0	75%–78.9%	750–789
C-	1.7	72%–74.9%	720–749
D+	1.3	69%–71.9%	690–719
D	1.0	65%–68.9%	650–689
F	0.0	0%–64.9%	0–649

Grading Policies

Your grading policy for your course is dependent on your school and program. Your grading policies can be found in the [IWU Catalog](#).

Letter Grade Equivalencies

NOTE: In graduate-level courses, a grade of C- or below will require the course to be repeated.

Grade	Description of Work
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A	Clearly stands out as excellent performance. Has unusually sharp insights into material and initiates thoughtful questions. Sees many sides of an issue. Articulates well and writes logically and clearly. Integrates ideas previously learned from this and other disciplines. Anticipates next steps in progression of ideas. Example “A” work should be of such nature that it could be put on reserve for all cohort members to review and emulate. The “A” cohort member is, in fact, an example for others to follow.
B	Demonstrates a solid comprehension of the subject matter and always accomplishes all course requirements. Serves as an active participant and listener. Communicates orally and in writing at an acceptable level for the degree program. Work shows intuition and creativity. Example “B” work indicates good quality of performance and is given in recognition for solid work; a “B” should be considered a good grade and awarded to those who submit assignments of quality less than the exemplary work described above.
C	Quality and quantity of work in and out of class are average. Has marginal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at least minimally.
D	Quality and quantity of work are below average. Has minimal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at below-acceptable levels.
F	Quality and quantity of work are unacceptable and do not qualify the student to progress to a more advanced level of work.

Course Workshop Summary

Workshop	Devotional*	Discussion*	Assignment*	Quiz*	End-of-Course Survey	Total Points
Workshop One	1/15	2/90	1/70	1/20		195
Workshop Two	1/15	2/90	1/80	1/20		205
Workshop Three	1/15	2/90	1/80	1/20		205

Workshop Four	1/15	2/90	1/70	1/20		195
Workshop Five	1/15	2/90	1/75	1/20	10 (Extra Credit)	200
Course Totals	5/75	10/450	5/375	5/100	10 (Extra Credit)	1000

* Number of Activities/Sum Point Totals

Course Assignments

Workshop One Outline

Title	Due Dates	Time	Points
1.1 Discussion: Devotional on Psalm 3:1-2	Initial post due by the end of the fourth day of the workshop; one response due by the end of the workshop.	1 hour	15
1.2 Discussion: Government Regulations in the Hospitality Industry	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	45
1.3 Discussion: Case Study: Chipotle Restaurant and Foodborne Illness	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	45
1.4 Assignment: The Future of Airline Travel	Due by the end of the workshop	7 hours	70
1.5 Quiz: ServSafe: Providing Safe Food and Understanding Forms of Contamination	Due by the end of the workshop	1 hour	20

Title	Due Dates	Time	Points
Totals		17 hours*	195

* These times are only estimates. Actual assignment completion times will vary.

Workshop Two Outline

Title	Due Dates	Time	Points
2.1 Discussion: Devotional on Psalm 3:3	Initial post due by the end of the fourth day of the workshop; one response due by the end of the workshop.	1 hour	15
2.2 Discussion: The McDonald's Franchise	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	45
2.3 Discussion: Restaurant Franchising Simulation	Initial video post due by the end of the fourth day of the workshop; two written responses due by the end of the workshop.	4 hours	45
2.4 Assignment: Franchise Evaluation	Due by the end of the workshop	9 hours	80
2.5 Quiz: ServSafe: Applying Safe Food Handling	Due by the end of the workshop	1 hour	20
Totals		19 hours*	205

* These times are only estimates. Actual assignment completion times will vary.

Workshop Three Outline

Title	Due Dates	Time	Points
3.1 Discussion: Devotional on Psalm 3:4	Initial post due by the end of the fourth day of the workshop; one response due by the end of the workshop.	1 hour	15
3.2 Discussion: Technology in the Hotel Industry	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop	4 hours	45
3.3 Discussion: Technology in the Tourism Industry	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	45
3.4 Assignment: Technology in the Restaurant Industry	Due by the end of the workshop	9 hours	80
3.5 Quiz: ServSafe: Storage and Preparation of Food	Due by the end of the workshop	1 hour	20
Totals		19 hours*	205

* These times are only estimates. Actual assignment completion times will vary.

Workshop Four Outline

Title	Due Dates	Time	Points
4.1 Discussion: Devotional on Psalm 3:5-6	Initial post due by the end of the fourth day of the workshop; one response due by the end of the workshop.	1 hour	15
4.2 Discussion: Increased Labor Costs in the Hospitality Industry	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	45

Title	Due Dates	Time	Points
4.3 Discussion: Debate: Minimum Wages and Franchises	Initial video post due by the end of the fourth day of the workshop; two written responses due by the end of the workshop.	4 hours	45
4.4 Assignment: Interview with a Local Hospitality Manager	Due by the end of the workshop	7 hours	70
4.5 Quiz: ServSafe: Food Safety Management Systems	Due by the end of the workshop	1 hour	20
Totals		17 hours*	195

* These times are only estimates. Actual assignment completion times will vary.

Workshop Five Outline

Title	Due Dates	Time	Points
5.1 Discussion: Devotional on Psalm 3:7-8	Initial post due by the end of the fourth day of the workshop; one response due by the end of the workshop.	1 hour	15
5.2 Discussion: Faith-Based Hospitality Businesses	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	45
5.3 Discussion: Drug Testing	Initial video post due by the end of the fourth day of the workshop; two written responses due by the end of the workshop.	4 hours	45
5.4 Assignment: Leadership: Employee Training and Development	Due by the end of the workshop	7.5 hours	75

Title	Due Dates	Time	Points
5.5 Quiz: ServSafe: Pest Management, Cleaning, and Sanitizing	Due by the end of the workshop	1 hour	20
End of Course Survey	Due by the end of the workshop	30 minutes	10 Extra Credit
Totals		18 hours*	200

* These times are only estimates. Actual assignment completion times will vary.

Course Development Resources

Abrams, R. (2016, Jan. 6). Chipotle is subpoenaed in criminal inquiry over norovirus outbreak. *The New York Times*. Retrieved

from https://www.nytimes.com/2016/01/07/business/chipotle-outbreak.html?_r=0

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International Air Transport Association. (2017). *Future of the airline industry 2035*.

Retrieved from <http://www.iata.org/policy/Documents/iata-future-airline-industry-pdf.pdf>

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National Drug-Free Workplace Alliance. (n.d.). *Industry statistics*. Retrieved from <http://www.ndwa.org/drug-free-workplace/industry-statistics/>

Shani, A. (2016, May 5). Rethinking substance use and abuse among hospitality employees. *Boston Hospitality Review*. Retrieved from <http://www.bu.edu/bhr/2016/05/05/rethinking-substance-use-and-abuse-among-hospitality-employees/>

Tourism and More. (2011, May). *Tourism in a world of technology*. Retrieved from <http://www.tourismandmore.com/tidbits/tourism-in-a-world-of-technology/>

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Wihbey, J. (2016, July 27). *Minimum wage: Updated research roundup on the effects of increasing pay*. Retrieved from <https://journalistsresource.org/studies/economics/inequality/the-effects-of-raising-the-minimum-wage>

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Download and review the [HSM-410 CreditsPage.pdf](#).

Expectations, Policies, and Important Student Information

School/Division	Link
DeVoe School of Business	View School/Division Expectations, Policies, and Student Information

School/Division	Link
Division of Liberal Arts School of Services and Leadership	
School of Educational Leadership	View School/Division Expectations, Policies, and Student Information
Wesley Seminary @ IWU	View School/Division Expectations, Policies, and Student Information
Nursing – Undergraduate	View School/Division Expectations, Policies, and Student Information
Nursing – Graduate	View School/Division Expectations, Policies, and Student Information

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