

Introduction to Hospitality

CHEF1120 002

Instructor Information

Course Description

Acquaints the student with the scope and complexity of the hospitality industry by exploring the relationship of lodging, food, and beverage operations. Examines industry opportunities and future trends. Upon completion, students should be able to demonstrate an understanding of the background, context, and career opportunities that exist in the hospitality industry.

Semester: All

Course Student Learning Outcomes

- Describe hospitality industry trends, changing demographics, and how the forces of supply and demand affect the industry.
- Differentiate the various sub-segments of the food service industry.
- Differentiate the various lodging segments, products and brands.

- Identify economic and social impacts, travel trends, and career pathways in the hospitality industry.
- Understand the role of service as a process, and where the hospitality industry fits into the broader world.
- Differentiate the types of hospitality facilities and how they appeal to specific market segments.
- Acquire the basic vocabulary associated with the hospitality industry.

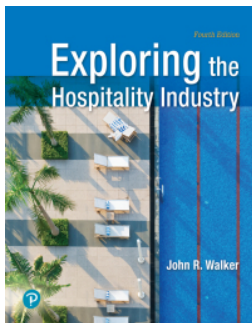
Communication Plan

I will respond to email within 24 hours on weekdays, 48 hours on weekends.

I will offer feedback on major assignments within 1 week.

The best way to contact me is via the Canvas Inbox, as I will prioritize this email over other modes of communication.

Required Text or Materials



Title: Exploring the hospitality Industry with Revel

ISBN: 9780134745053

Authors: John R. Walker

Publisher: Pearson

Publication Date: 2019

Edition: 4th Edition

For more information on textbook accessibility, contact Accessibility & Disability Services at ads@slcc.edu.

Revel Requirement

REQUIRED TEXT

We are using an interactive e-Text program called Revel for this course. Revel is an immersive learning experience that enlivens familiar and respected course content with media interactives and assessments. Revel is designed for the way today's students read, think, and learn.

Watch the video below to see what students like about Revel:

Pearson Revel with e-Text is REQUIRED for this class. You will be doing simulations, taking mini-quizzes within the chapter readings and end-of-chapter quizzes in Revel. Together, these assignments account for 30% of your overall grade. In addition, there are games and ready-made flash cards to help you study. Another great feature is that Revel offers a FREE 14-day trial!

Watch the short video below to see how to get started with Revel in Canvas.

Brief Description of Assignments/Exams

Weekly Homework Assignments:

Answer select questions from the weekly reading assignments

Weekly Discussions:

- Participate on the discussion board by submitting your initial post on or before Saturday by midnight and then responding to two peers on or before the following Monday by midnight when the discussion board closes.
- Ensure your reply is at least 3 sentences in length.

Reading Mini-Quizzes

Throughout the reading assignment are 2 - 3 question mini-quizzes to help you check your understanding. The mini-quizzes are only 5% of your grade (low risk! yay!). Each question is:

- worth 3 points

- 3 tries per question
- -1 point per try

Weekly Quizzes

In general, each chapter quiz:

- opens 2 weeks before the due date
- has 20 questions (5 points each)
- each question has 3 tries
- -1 point per try

Midterm & Final

- The Midterm covers Modules 1 - 6
- The Final covers Modules 8 - 13

Grading Scale

All assignments must be turned in prior to the scheduled completion of the class. All assignments will be graded on a "Percentage System". The following table displays the assignment as percentage of specific areas of evaluation.

Assessment Criteria

Revel Mini-Quizzes	5%
Revel Quizzes	25%
Discussions	15%
Homework Assignments	25%
Midterm & Final Exams	30%
Total	100%

Grading Scale

A 100% to 94%

B- < 84% to 80%

D+ < 70% to 67%

A- < 94% to 90%	C+ < 80% to 77%	D < 67% to 64%
B+ < 90% to 87%	C < 77% to 74%	D- < 64% to 61%
B < 87% to 84%	C- < 74% to 70%	E < 61% to 0%

Homework Assignment Policy

- Homework assignments submitted by the posted due date will receive up to 10% extra credit.
- Homework assignments are designed to prepare you for the quizzes and examinations. Please take advantage of the extra credit opportunity for all homework assignments submitted by the due date.

Late Assignment Policy

- Homework assignments submitted after the due date will receive a 1.5% grade deduction per day.
- Revel assignments submitted after the due date will receive a 10% grade deduction.

[How to Navigate to Canvas](#)

[Keys for Success \(how to succeed in the course\)](#)

[Additional Policies](#)

Artificial Intelligence:

Generative artificial intelligence (AI) software is a rapidly emerging tool that students may be interested in using. If doing so, SLCC students are expected to adhere to the same standards as the Code of Student Rights and Responsibilities statement on plagiarism. Presenting generative AI software content as your own is a violation of academic integrity. If you use generative AI in your work, you must indicate that you have done so.

Learn more about plagiarism from the SLCC "Code of Student Rights and Responsibilities" (section 5.d of the guide). The guide discusses how to avoid plagiarism when using generative AI tools and content on the "ChatGPT and Citations" page.

Online Tutoring

Students at SLCC have access to online tutoring through Canvas. From your Canvas course click Online Tutoring in the course navigation and follow the steps to set up an appointment. If this is your first time using the Online Tutoring we recommend you click "Take a Tour" to familiarize yourself with the service.

Note that students only receive 480 minutes of tutoring time each semester. After that we encourage you to use the resources found through this link:

<https://www.slcc.edu/tutoring/index.aspx>

If you have any additional questions reach out to elarningsupport@slcc.edu.

Assignment Schedule

Due Date	Assignment Name	Assignment Type	Points
	Introduce Yourself	Discussion	0
8/21	Scavenger Hunt/Practice Submitting Assignments	Assignment	10
8/23	Introduce Yourself	Discussion	15
9/2	1: Hospitality Spirit Mini Quizzes	Assignment	39

Due Date	Assignment Name	Assignment Type	Points
9/2	1: Hospitality Spirit Quiz	Assignment	100
9/2	Discussion Module 1	Discussion	20
9/2	Homework Chapter 1	Assignment	100
9/6	Homework Chapter 2	Assignment	100
9/9	2: Tourism Mini Quizzes	Assignment	166
9/9	2: Tourism Quiz	Assignment	100
9/9	Discussion Module 2	Discussion	20
9/13	Homework Chapter 3	Assignment	100
9/16	3: Lodging Mini Quizzes	Assignment	39
9/16	3: Lodging Quiz	Assignment	100
9/16	Discussion Module 3	Discussion	20
9/20	Homework Chapter 4	Assignment	100
9/23	4: Lodging_ Operations Mini Quizzes	Assignment	148
9/23	4: Lodging_ Operations Quiz	Assignment	100
9/23	Discussion Module 4	Discussion	20
9/27	Homework Chapter 6	Assignment	100
9/30	6: Restaurants Mini Quizzes	Assignment	49
9/30	6: Restaurants Quiz	Assignment	100

Due Date	Assignment Name	Assignment Type	Points
9/30	Discussion Module 5	Discussion	20
10/4	Homework Chapter 7	Assignment	100
10/7	7: Restaurant Operations Mini Quizzes	Assignment	40
10/7	7: Restaurant Operations Quiz	Assignment	100
10/7	Discussion Module 6	Discussion	20
10/11	Homework Chapter 8	Assignment	100
10/14	8: Managed Services Mini Quizzes	Assignment	66
10/14	8: Managed Services Quiz	Assignment	100
10/14	Discussion Module 8	Discussion	20
10/16	Franchise Presentation	Assignment	200
10/21	Midterm Exam Part 1	Quiz	54
10/21	Midterm Exam Part 2	Quiz	46
10/25	Homework Chapter 10	Assignment	100
10/28	10: Clubs Mini Quizzes	Assignment	30
10/28	10: Clubs Quiz	Assignment	100
10/28	Discussion Module 9	Discussion	20
11/1	Homework Chapter 11	Assignment	100

Due Date	Assignment Name	Assignment Type	Points
11/4	11: Theme Parks and Attractions Mini Quizzes	Assignment	59
11/4	11: Theme Parks and Attractions Quiz	Assignment	100
11/8	Homework Chapter 12	Assignment	100
11/11	12: Gaming and Entertainment Mini Quizzes	Assignment	40
11/11	12: Gaming and Entertainment Quiz	Assignment	100
11/11	Discussion Module 11	Discussion	20
11/15	Homework Chapter 13	Assignment	100
11/18	13: Meetings, Conventions, and Expositions Mini Quizzes	Assignment	59
11/18	13: Meetings, Conventions, and Expositions Quiz	Assignment	100
11/18	Discussion Module 12	Discussion	20
11/29	Homework Chapter 14	Assignment	100
12/2	14: Event Management Mini Quizzes	Assignment	49
12/2	14: Event Management Quiz	Assignment	100
12/2	Discussion Module 13	Discussion	20

Due Date	Assignment Name	Assignment Type	Points
12/4	Destinations	Assignment	200
12/12	Final Exam Part 1	Quiz	40
12/12	Final Exam Part 2	Quiz	60

Student Academic Calendar

As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar below:

[SLCC Student Academic Calendar](#)

Institutional Policies

As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities, academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

You can access the document by clicking on the following link:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>

Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, please visit the Institutional Syllabus under the Tutoring and Learning Support tab:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the challenges of college life. To learn more about the resources available to you and how to access them, please visit the Institutional Syllabus under the Advising and Counseling Support Services tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.