SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Professional Work Ethics in Hospitality

CODE NO. : HOS221   **SEMESTER:** 4

PROGRAM:

Hospitality Management – Hotel and Resort

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DATE:	May 2009	**PREVIOUS OUTLINE DATED:**	**Dec 2008**
APPROVED:		"Penny Perrier"	May 14/09

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                  CHAIR   **DATE**

TOTAL CREDITS: 3

PREREQUISITE(S): NONE

HOURS: 3 hours per week

I.   COURSE DESCRIPTION:

This course will introduce students to the key components involved in correct business ethics. It will deal with identifying good ethical principles and compare to industry practises. It will guide the student from understanding of basic theories to analyzing case studies within different departments of the hotel/resort to developing, implementing and training of policies/best practises to ensure high ethical standards within the business.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   Demonstrate a basic understanding and appreciation of ethical principles for hospitality managers.
        Elements of Performance:
        - Discuss the importance of ethics
        - Discuss and analyze the main 10 ethical principles such as
            ✓ Honesty
            ✓ Integrity
            ✓ Trustworthiness
            ✓ Loyalty
            ✓ Fairness
            ✓ Concern and Respect for others
            ✓ Commitment to excellence
            ✓ Leadership
            ✓ Reputation and Morale
            ✓ Accountability

2.   Identify and reason key elements of Ethical thought.
        Elements of Performance:
        Argue Meta-Ethics and Normative Ethics
        Meta-ethics
        - Subjectivism
        - Emotivism
        - Cultural Relativism
        - Supernaturalism
        - Intuitionism
        - The Golden Rule

        Normative Ethics
        - Utilarianism
        - Social Contract Theory

- Categorical Imperative
- Virtue Theory

Compare Ethical Theories:
Consequentialism vs. Nonconsequentialism

Explain the Personal Strategic Planning model

3. Identify Ethics as applied in Operations
    Elements of Performance:
    Identify, discuss, and analyze ethical dilemmas within Hospitality
    departments such as within

    - Front Office Management
    - Housekeeping Management
    - Sales and Marketing
    - Facilities Management
    - Foodservice Management
    - Dining Room Management
    - Bar and Beverage Management

4. Identify Ethics as applied in Management
    Elements of Performance:
    Identify, discuss, and analyze ethical dilemmas for management in
    reference to
    - Human Resources
    - Technology
    - Cost Control

5. With keeping the previous learning in consideration the student will
    design systems to develop and systemize Ethical protocols within a
    department.
    Elements of Performance:
    Generate
    - Codes of Ethics

    And develop
    - Training programs for Management and Employees for good
      Ethics Standards

III.   TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

1. Ethical Principles for Hospitality Managers
2. Ethical Thought
3. Making Proper Employment Selections
4. Ethics and Front Office Management
5. Ethics and Housekeeping Management
6. Ethics and Sales and Marketing
7. Ethics and Facilities Management
8. Ethics and Foodservice Management
9. Ethics and Dining Room Service
10. Ethics and Bar and Beverage Management
11. Ethics and Human Resource Management
12. Ethics and Technology
13. Ethics and Cost Control
14. Developing Codes and Ethics and Ethics Programs
15. Training Management and Employees in Ethics
16. Current ethical world issues

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Optional: Jaszay, C., Dunk, P. (2006). <u>Ethical Decision Making in the Hospitality Industry</u>. NJ: Pearson/Prentice Hall. ISBN: 0-13-113680-1

V.   EVALUATION PROCESS/GRADING SYSTEM:

1 Test	20%
3 Projects (each worth 20 %)	60%
Student professionalism & **participation**	20%
(Dress code, attendance, conduct)	
Total	100%

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	Grade Point Equivalent
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50-59%	1.00

F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

ASSIGNMENTS:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor **prior** to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

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SPECIAL NOTES:

Dress Code:
All students are required to wear their uniforms while in the Hospitality and Tourism Institute, both in and out of the classroom. **(Without proper uniform, classroom access will be denied)**

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Prior Learning Assessment**:**
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

Disability Services:
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

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Communication:
The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade "C", (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:
The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to https://my.saultcollege.ca.

Electronic Devices in the Classroom:
Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

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Attendance:
Sault College is committed to student success. There is a direct
correlation between academic performance and class attendance;
therefore, for the benefit of all its constituents, all students are encouraged
to attend all of their scheduled learning and evaluation sessions. This
implies arriving on time and remaining for the duration of the scheduled
session.

Tuition Default:
Students who have defaulted on the payment of tuition (tuition has not
been paid in full, payments were not deferred or payment plan not
honoured) as of the first week of *November* ill be removed from placement
and clinical activities. This may result in loss of mandatory hours or
incomplete course work. Sault College will not be responsible for
incomplete hours or outcomes that are not achieved or any other academic
requirement not met as of the result of tuition default. Students are
encouraged to communicate with Financial Services with regard to the
status of their tuition prior to this deadline to ensure that their financial
status does not interfere with academic progress.