SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE
SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE

COURSE TITLE: Professional Work Ethics in Hospitality

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

PROGRAM: Culinary Management
Hospitality Management – Hotel and Resort

AUTHOR: Peter Graf, B.Sc, M.B.A., C.M.C.
Professor of Culinary and Hospitality
(705) 759-2554 Ext.2517
Peter.graf@saultcollege.ca

DATE: May 2014   **PREVIOUS OUTLINE DATED:** May 2013

APPROVED: *"Angelique Lemay"*   *Nov. 2014*

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                                        DEAN   **DATE**

TOTAL CREDITS: 3

HOURS/WEEK: 3

I.   COURSE DESCRIPTION:

This course will help the student to understand the importance of good
professional work ethics. It will guide the student to identify basic ethical
theories and reasons why high ethical standards within the industry are so
important. In addition, this course will help the student to understand
current world issues related to ethical behavior. This course will provide
the student with a view and understanding of the impact of the social and
cultural characteristics on workplace ethics. The student will gain an
awareness of the need to be fully functional person and an understanding
of themselves as an individual, his/her personal evolution, relationship with
others, place in the work environment, achievements and problems.

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.***

        Potential Elements of the Performance:

        - Discuss the importance and impacts of ethics and it's 10
          ethical principles:
            1. Honesty
            2. Integrity
            3. Trustworthiness
            4. Loyalty
            5. Fairness
            6. Concern and Respect for others
            7. Commitment to excellence
            8. Leadership
            9. Reputation and Morale
            10. Accountability

2.   ***Connect a basic understanding and appreciation of ethical
        principles to work within the hospitality industry.***

        Potential Elements of the Performance:

        - Translate the adoption of ethical principles to work within the
          Hospitality Industry
            1. Emergence of ethics in Quality
            2. Morality
            3. Empowering others
            4. Sexual harassment
            5. Equal opportunity

6. Corporate culture
7. Security
8. Marketing
9. Vendor relationships
10. Accounting
11. IT
12. Law
13. Labour relations
14. Competitiveness
15. Yield management
16. Social responsibility
17. Professionalism

3. ***Relate ethical principles to current events in the world.***

<u>Potential Elements of the Performance</u>:

- Extend understanding and appreciation of ethical principles to current global events.
    1. Current events such as the following examples:
        - Oil spills on ocean
        - Canada and it's relationship to global warming
        - Olympics and demonstrations
        - Sexual abuse cases within certain church denomination

III. TOPICS:
Note: These topics sometimes overlap

- Ethics in the hospitality industry
- Emergence of Ethics in Quality
- Morality
- Ethically Empowering others to win (as of the 1990's)
- Sexual Harassment
- Equal opportunity
- Ethical corporate cultures
- Security
- Marketing
- Vendor relationships
- Accounting
- IT
- Law
- Labour relations
- Competition
- Yield management
- Social responsibility
- Professionalism
- Various current affairs related to ethics

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Handouts, and book to be determined

V.   EVALUATION PROCESS/GRADING SYSTEM:

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.

Professor's Evaluation

2 Tests	**40%**
2 Projects	**40%**
Student Professionalism	
(Attendance, dress code, conduct)	
Discussions and Participation	**20%**
	____
Total	**100%**

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 and agreed to by the professor 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 <u>prior</u> 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.

VI.   SPECIAL NOTES:

<u>Dress Code</u>:
All students are required to wear their uniforms while in the Hospitality and Tourism Institute, both in and out of the classroom. This course also outside the Institude. **(Without proper uniform, classroom access will be denied)**

<u>Attendance</u>:
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.

VII.   COURSE OUTLINE ADDENDUM:

1.   <u>Course Outline Amendments</u>:
       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.

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

3.   <u>Prior Learning Assessment</u>**:**
       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.

4.   Accessibility 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 Accessibility Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

5.   Communication:
     The College considers **Desire2Learn (D2L)** 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 this Learning Management System (LMS) communication tool.

6.   Plagiarism:
     Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. 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.

7.   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 (fall courses), March (winter courses) or June (summer courses)* will be removed from placement and clinical activities due to liability issues. 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.

8.   <u>Student Portal:</u>
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.

9.   <u>Electronic Devices in the Classroom:</u>
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.