

**KINGSBOROUGH COMMUNITY COLLEGE**  
**The City University of New York**

**CURRICULUM TRANSMITTAL COVER PAGE**

Department: \_\_\_\_\_ Date: \_\_\_\_\_

Title Of Course/Degree/Concentration/Certificate: \_\_\_\_\_

**Change(s) Initiated: (Please check)**

- |   |   |
|---|---|
| <input type="checkbox"/> Closing of Degree            | <input type="checkbox"/> Change in Degree or Certificate                              |
| <input type="checkbox"/> Closing of Certificate       | <input type="checkbox"/> Change in Degree: Adding Concentration                       |
| <input type="checkbox"/> New Certificate Proposal     | <input type="checkbox"/> Change in Degree: Deleting Concentration                     |
| <input type="checkbox"/> New Degree Proposal          | <input type="checkbox"/> Change in Prerequisite, Corequisite, and/or Pre/Co-requisite |
| <input type="checkbox"/> New Course                   | <input type="checkbox"/> Change in Course Designation                                 |
| <input type="checkbox"/> New 82 Course (Pilot Course) | <input type="checkbox"/> Change in Course Description                                 |
| <input type="checkbox"/> Deletion of Course(s)        | <input type="checkbox"/> Change in Course Title, Number, Credits and/or Hours         |
|   | <input type="checkbox"/> Change in Academic Policy                                    |
|   | <input type="checkbox"/> Pathways Submission:   |
|   | <input type="checkbox"/> Life and Physical Science                                    |
|   | <input type="checkbox"/> Math and Quantitative Reasoning                              |
|   | <input type="checkbox"/> A. World Cultures and Global Issues                          |
|   | <input type="checkbox"/> B. U.S. Experience in its Diversity                          |
|   | <input type="checkbox"/> C. Creative Expression                                       |
|   | <input type="checkbox"/> D. Individual and Society                                    |
|   | <input type="checkbox"/> E. Scientific World  |
- Change in Program Learning Outcomes
- Other (please describe): \_\_\_\_\_

**PLEASE ATTACH MATERIAL TO ILLUSTRATE AND EXPLAIN ALL CHANGES**

**DEPARTMENTAL ACTION**

Action by Department and/or Departmental Committee, if required:

Date Approved: \_\_\_\_\_ Signature, Committee Chairperson: \_\_\_\_\_

If submitted Curriculum Action affects another Department, signature of the affected Department(s) is required:

Date Approved: \_\_\_\_\_ Signature, Department Chairperson: \_\_\_\_\_

Date Approved: \_\_\_\_\_ Signature, Department Chairperson: \_\_\_\_\_

I have reviewed the attached material/proposal

Signature, Department Chairperson: \_\_\_\_\_

TO: Fall 2022 Curriculum Committee

FROM: Prof. Anthony Borgese, Chair, Department of Tourism and Hospitality,

DATE: 8/1/2022

RE: Change in Course Title and Description for TAH 500 – Labor Relations and Customer Service Practices

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The Department of Tourism and Hospitality is proposing a change in Course Title and Description for TAH 500 – Labor Relations and Customer Service Practices

### **Course Title**

**FROM:**

Labor Relations and Customer Service Practices

**TO:**

**Human Resources** and Labor Relations **in Tourism and Hospitality**

### **Course Description**

**FROM:**

Labor and training topics within tourism and hospitality organizations. Terminology and best practices of the industry are explored. Relationship between employee and customer, and employee and management are examined. A survey of customer service techniques common to the industry is conducted.

**TO:**

This course examines human resources and labor relations topics within tourism and hospitality organizations, including the planning, forecasting, and discussion of lawful and ethical aspects of human resources and the structure, purpose, and impact, of labor unions on workplace relations. Terminology and best practices within the industry are explored. Relationship between employee and management are examined. A survey of labor union issues common to the industry is conducted.



### **Rationale for Changes:**

We are making these changes because:

- 1) Our Advisory Board made the suggestion to separate the topics of customer service and human resources.
- 2) The manner in which the original course was taught has evolved over the years to justify a separation of topics.
- 3) We are adding a new standalone, customer service course (TAH 400) to address the customer services content, with TAH 500, now fully focusing on Human Resources and Labor Relations. The included “Current Course Syllabus” and “Updated Course Syllabus” for TAH 500 depict the topics/information that have been deleted and expanded.

Professor T. Johnson

Email: [tanya.johnson@kbcc.cuny.edu](mailto:tanya.johnson@kbcc.cuny.edu)

TAH Office: V-229-H

TAH Number: 718-368-5809

***Virtual Office Hours: are by appointment confirmed via e-mail.***

Prerequisite/Corequisite: TAH 100

Course Hours: 3 Credits: 3

### Course Syllabus

#### TAH-500: Labor Relations and Customer Service Practices

#### Course Description

Labor and training topics within tourism and hospitality organizations. Terminology and best practices of the industry are explored. Relationship between employee and customer, and employee and management are examined. A survey of customer service techniques common to the industry is conducted.

#### *Course Objectives*

By course's end, students will be able to:

- ~~• Define customer service and express a comprehensive understanding of various aspects of customer service~~
- ~~• Illustrate customer service problem solving skills and techniques for meeting and exceeding customers' expectations~~
- ~~• Identify leadership and motivational attributes necessary for exceptional customer service~~
- Effectively determine best labor and training practices
- Identify the benefits and disadvantages of unionized and non-unionized work environments
- Identify the premise behind collective bargaining agreements and union representation
- Examine functions of HR, including recruitment and selection processes, training and development, governmental and legal regulation compliance, and union relations
- Define and outline fundamental inclusions of codes of conduct and ethical requirements within the tourism and hospitality industries
- Assess and define aspects of employee-management relationships
- Examine the management-customer relationship with regard to standardizing proper training practices and procedures
- Discuss and examine techniques for managing workplace disputes
- Define and discuss workplace diversity, equal opportunity employment, affirmative action and related topics

*Textbook Suggested (It is not necessary, but useful)*  
*Customer Service: A Practical Approach*

Elaine K. Harris

ISBN (13): 9780132742399

*Course Requirements*

- Use of Blackboard 9.1 – This is an online course, so usage of the LMS system is necessary for the successful completion of the course. Interaction is a must, and a part of your grade. Please make sure that you have registered to use Blackboard, which is a CUNY wide standard learning management tool used by all professors. All assignments are posted in and due through Blackboard. I will not accept assignments via e-mail or in-person submissions. **Please reach out to the IT helpdesk if you have any issues @ L-106 or e-mail: [helpdesk@students.kbcc.cuny.edu](mailto:helpdesk@students.kbcc.cuny.edu) or phone 718-368-6679.**
- No assignments will be accepted after the end of the course. For discussion questions, it is **mandatory** to submit an original response **and** two classmate responses **per discussion question asked**, unless otherwise indicated. In such cases, each post (original or classmate response) has its own value, and will receive a **5-point** deduction each per day. Original responses are always due Thursday, with classmate responses being due Saturday of the same week. Assignments or posts later than 4 days **will get an automatic zero**. If no original response is posted, even if classmate responses are posted, you will get a zero for the discussion question.
- Online participation and professionalism is mandatory. **Unprofessional language will not be tolerated**. Please note that discussion questions, although having a conceptually similar threading process as popular social media sites, are academically involved and require proper grammar and etiquette. Slang, profanity, or any other communicative relays that are not of an appropriate nature will be documented and reported. All interactions should be directly related to subject matter being covered.
- All students are required to communicate via usage of e-mail directly with the professor or the Q&A forum within Blackboard should there be any issues or clarifications needed for assignments or requirements for the course. If questions are not posed, I will assume that all assignments and requirements for this course are understood, and will grade you accordingly.
- Cheating on exams and plagiarism on any student-produced document will be reported to the Dean of Students for appropriate action, **and will result in an immediate grade of “F” as per Kingsborough Community College rules**. See your student handbook for details.

*Access-Ability Center (Students with disabilities), Room D-205, Ext. 5175*

Program students find all facilities and programs easily accessible due to the special architectural design of the college and its overall academic structure. Specific assistance such as priority registration, tutoring, reserved parking, disability-related accommodations, individual counseling, adaptive computer equipment, special Biological Sciences Laboratory stations and other technological aids are available to students with disabilities. Prospective students are invited to visit the college before applying for admission. Students who require accommodations should provide adequate documentation. Contact the Access-Ability Center to arrange for a meeting.

*Grading Criteria*

Discussion Board Questions: 25%

Midterm: 25%

Term Project: 25%

Final Exam: 25%

*Civility in the Classroom*

Kingsborough is committed to the highest standards of ethical and academic integrity, acknowledging that respect for self and others is the foundation of educational excellence.

Civility in the classroom and respect for the opinions of others is very important in an academic environment. It is likely you may not agree with everything, which is said or discussed in the classroom, yet courteous behavior and responses are expected. Therefore, in class, any acts of harassment and/or discrimination based on matters of race, gender, sexual orientation, religion and/or ability are not acceptable. Whether we are students, faculty or staff, we have the right to be in a safe environment, free of disturbance, and civil in all aspects of human relations.

*Weekly Schedule for TAH 500 – Labor Relations & Customer Service Practices*

Week	Session Topic(s)	Readings	Assignment
1	<b>What is Customer Service?</b> <i>Student and Industry definitions are revealed.</i>	<b>Chapter 1</b>	<b>Discussion Questions</b>
2	<b>Challenges of Customer Service &amp; Problem Solving</b>	<b>Chapters 2 &amp; 3</b>	<b>Discussion Questions</b>
3	<b>Formulation of Successful Service Strategies</b>	<b>Chapter 4</b>	<b>Discussion Questions</b>
4	Introduction to Labor Relations, Employee Relations & regulatory	Chapter 5	None

	bodies associated with management of both		
<b>5</b>	Understanding HR's function in managing labor relations, workplace disputes, collective bargaining agreements	Chapter 6	Discussion Questions
<b>6</b>	Differences in unionized and non-unionized environments, codes of conduct, ethics, and more	Chapter 8	Discussion Questions
<b>7</b>	Workplace Diversity, Equal Employment, and Affirmative Action	Chapter 9	None
<b>8</b>	Midterm exam	Chapter 10	Midterm
<b>9</b>	Introduction to proper training techniques	Chapter 11	Discussion Questions
<b>10</b>	Training for operational success	Chapter 12	Discussion Questions
<b>11</b>	Achieving HR and Training Excellence	Chapter 13	Discussion Question
<b>12</b>	Course review, prepare for final exam and term paper projects		Term Project is Due Final Exam Opens

Professor

Email

TAH Office:

TAH Number:

Office Hours:

Prerequisite/Corequisite: TAH 100

Course Hours: 3 Credits: 3

### Course Syllabus

#### TAH 500 – Hospitality Human Resources Management

#### **Course Description**

TAH 500 – Human Resources and Labor Relations in TAH (3 crs. 3 hrs.) Human resource and labor relations topics within tourism and hospitality organizations. Terminology and best practices within the industry are explored. Relationship between employee and management are examined. A survey of labor union issues common to the industry is conducted.

#### *Course Objectives*

By course's end, students will be able to:

- Determine the procedures behind the realization of human resource need, and the complementing assessment, itemization of responsibility, and promotion of a position within an organization
- Define job design, job descriptions and job specifications
- Discuss the planning and forecasting aspects of human resources
- Discuss the lawful and ethical practices behind recruitment, interviewing, selecting, hiring, and orientation of employees
- Identify various orientation practices and determine best practice based on organizational culture
- Define organizational culture and socialization and its effect on the human resource management process
- Identify and define diversity, equity, and inclusion, and their importance within human resources and organizations
- Understand the financial cost of the hiring and training and development practices of an organization
- Identify and name the different parts of the training cycle
- Understand the purpose of performance appraisals, and identify potential issues, various rating systems, and approaches to evaluating employee performance
- Identify appraisal responsibility, frequency, and potential legal implications and relatedness
- Define turnover and identify what creates it within an organization
- Define and understand the usage of discipline, discharge, and exit interviews



- Identify and list influences on compensation
- Identify fiscal motivational concepts and theories
- Connect compensation to job evaluation and managing equity
- Understand pay structures, policies, grades, and the like
- Identify potential issues with compensation administration]
- Determine effectual incentivization programing
- Understand and differentiate various employee benefit options
- **Understand OSHA's impact on human resources and workplace environments**
- Identify the use and benefits of Employee Assistance Programs
- Define labor unions, their structure, and purpose and rise within the tourism and hospitality industries
- Understand and define negotiation and collective bargaining, and their impact on workplace relations
- Define and understand the usage of strikes
- Understand common employment laws, and their effects on recruitment, interviewing, hiring, compensation, benefits, operations, performance reviews, termination, and organizational responsibility and accountability

#### *Textbook Required*

#### ***Managing Hospitality Human Resources, 6<sup>th</sup> Edition***

Woods, R. H., Werner, W. Cho, S. & Johanson, M. M (2022)

AHLA (American Hotel & Lodging Association) Educational Institute, Lansing, MI

ISBN: 978-0-86612-624-3 (get textbook with Answer Sheet)

#### *Course Requirements*

- Use of Blackboard – This is a hybrid course, which means the course will be offered partially online. Interaction is a must, and a part of your grade. Please make sure that you have registered to use Blackboard, which is a CUNY wide standard interactive tool used by all professors. All assignments are posted in and due through Blackboard. I ***will not*** accept assignments via e-mail or in-person submissions. **Please reach out to the IT helpdesk if you have any issues @ L-106 or e-mail: [helpdesk@students.kbcc.cuny.edu](mailto:helpdesk@students.kbcc.cuny.edu) or phone 718-368-6679.**
- Although discussion questions have a similar threading concept as social media mediums, this is still an academic environment. Your grade for discussion questions include a grammar and structural component, so please utilize proper grammar and spelling. Also, please refrain from using slang. Prompt receipt of assignments, projects and discussion question responses is mandatory. All assignments received after the due date will receive a 5% deduction per day, and **will not be considered four or more days after its designated due date without prior approval.**
- Use of e-mail directly with professor – communication is a vital and necessary component between professors and students. You will see my communications generally through Blackboard, however, some communication may come to you directly. Should you come across any issues relative to completing assignments



attendance or other course related concerns, e-mail me directly so that I can address them, and help you determine solutions

- Class participation and professionalism is mandatory. Unprofessional language **will not be tolerated**. This course requires strict adherence to AH&LA's (American Hotel and Lodging Association's) interpretation(s) of terms and jargon. As a result, a major part of the course will rely on presenting PowerPoint slides clarifying terms and concepts relative to Human Resources Management. We will complement the PowerPoints offered by viewing videos and presentations.
- Three (3) quizzes will be administered (as take-home/open book), and are submitted via Blackboard. Due dates for quizzes are non-modifiable. Quizzes are available from the Monday of the week to and including the Friday of that same week. Should there be Access-A-Bility students, with the receipt of their exception papers, those students will take the quiz on the Saturday and Sunday of the same week. Any traditional student that attempts to take the quiz at the same time the Access-A-Bility students are taking their quizzes will automatically attain a zero.
- No electronic devices of any kind are to be used during exams.
- Cheating on exams and plagiarism on any student-produced document will be reported to the Dean of Students for appropriate action, **and will result in an immediate grade of "F" as per Kingsborough Community College rules**. See your student handbook and blackboard for details.

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### *Taping of Class Lectures*

Students who need to tape class lectures due to a disability understand and agree that taping is to be used for their personal use only, and cannot be distributed without instructor consent.

### *Grading Criteria*

Discussion Questions: 25%

Quizzes: 25%

Midterm: 25%



Semester Here

Certification/Final Exam: 25%

*Civility in the Classroom*

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*Weekly Schedule for TAH – Hospitality Human Resources Management\**

Week	Session Topic(s)	Readings	Assignment
1	Job Analysis and Job Design	Chapter 1	
2	Planning and Recruiting	Chapter 2	
3	Selection	Chapter 3	
4	Orientation, Socialization, and Culture	Chapter 4	
5	Training and Development	Chapter 5	
6	Evaluating Employee Performance	Chapter 6	
7	Turnover, Discipline, and Exits	Chapter 7 Midterm Week	
8	Compensation Administration Incentives and Benefits Administration	Chapter 8 Chapter 9	
9	Employee Safety and Health Labor Unions	Chapter 10 Chapter 11	
10	Negotiation and Collective Bargaining	Chapter 12	
11	Employment Laws	Chapter 13	
12	Preparing for Certification/Final Exam		
	Final Exam		Date to be advised

May be modified\*