



University of New Haven

College of Business
Hospitality and Tourism Management

COURSE SYLLABUS SERVICE REQUIREMENT HTMG 2207

GENERAL INFORMATION

Professor: Joshua Hecht, Esq.
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COURSE DESCRIPTION

Service learning has been defined as community service, volunteerism, altruism, citizenship and other words for doing good deeds (Jacoby, 1996). Sometimes the learning is about managing projects and coordinating the activities of a team, or seeing life from a different lens or experiencing diversity firsthand. Students learn by helping others, usually by doing volunteer work for off-campus non-profit organizations, such as soup kitchens, breast cancer walks etc. The goal of service-learning is to permit students to use service in relevant community agencies to enhance their hospitality education.

(DEPARTMENTAL APPROVAL REQUIRED FOR EACH ACTIVITY).

LEARNING OBJECTIVES

1. Provide students with exposure to the varying community-related issues that impact directly and/or indirectly hospitality and tourism businesses.
2. Develop community-based values within students and their role as business managers within a community.

STUDENT LEARNING OUTCOMES

1. Students will develop related civic skills.
2. Develop awareness of community issues.
3. Develop an understanding of community resources and organizations and their impact on the hospitality industry.
4. Develop awareness of students themselves as strong resources within the community.

REQUIRED TEXTBOOK: NONE



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College of Business Hospitality and Tourism Management **SERVICE REQUIREMENT GUIDE**

Student Responsibilities

Students are required to secure a suitable service requirement site. Once the site is approved, the student may begin the service requirement. Any service performed off campus needs to be approved and a letter need to be obtained from the service director addressed to the professor.

Students must complete the attached service hour's sheet.

Time Commitment/ Work Schedule

Students will need to establish a work schedule consistent with the needs of the site supervisor for the service requirement. Students must complete a *minimum of 200 hours to earn full credit*.

Professional Obligations/ Confidentiality

Students must perform all services professionally under the supervision of the site supervisor. Students must be aware of and follow the confidentiality policies of the host employer. Information designated as confidential by the site supervisor should not be disclosed by the student.

Evaluation - Reflection Paper

On completion of the service requirement students must complete a **10 page** reflection paper detailing the various service experiences they have engaged in. Students must clearly detail what they learned and how the experience will assist them with becoming better hospitality service managers.

University Grading System:

The following grading system is in use for undergraduate courses and students and, except where otherwise specified, applies both to examinations and to term work. The weight of a final examination grade is a matter individually determined by the instructor. A+, A, A- Excellent; B+, B, B- Good; C+, C, C- Fair; D+, D, D- Poor; F Failure

Suggested Weighting For Final Grades:

A+	=	97 – 100
A	=	94 – 96
A-	=	90 – 93
B+	=	87 – 89
B	=	83 – 86
B-	=	82 – 80
C+	=	77 – 79
C	=	73 – 77
C-	=	70 – 72
D+	=	67 – 69
D	=	60 – 66
F	=	BELOW 60

