



Hospitality 320 – Online
Kay Boles, CMP, CMM, CHE



HOSPITALITY LAW 320, Fall 2013 Syllabus and Course Outline

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There is no wonder why this course should be of interest to students of hospitality and travel/tourism. The working of the law, in all its facets, has captured the minds and imagination of today's hospitality professionals as well as the general public.

We are – or are training to become – hospitality professionals, not lawyers. This course is not meant to train one to become a lawyer; rather it is meant inform hospitality professionals as to what the laws *are* regarding hospitality management. As the authors point out in our text, lawsuits are expensive, time-consuming, and damaging to a business's reputation. So this course will be focusing on prevention as a means to minimize lawsuit risk.

We will examine the dichotomy of providing good service for customers while at the same time preventing legal problems for one's company or one's self.

Hospitality law is the body of law relating to the foodservice, travel, and lodging industries. It governs areas of hotels, restaurants, country clubs, travel companies, meeting and convention planners, and more. And it involves a wide variety of areas, including contracts, negligence, guest rights, human rights, and company rights.

While not so exciting as the TV shows about criminal activities, business law - including those aspects directed at hospitality and travel – is intriguing. You will learn the risks involved in daily activities and decision making that may help you to avoid legal risk.

As a survey course including hospitality and travel legal applications and issues, we will be concerned with the understanding of terminology and the application of concepts. We will cover a wide range of these concepts and their applications. There will be a considerable amount of new terminology which may be used for general business applications. Ultimately, you are asked to always consider there are (at least) two sides to an issue that make it the subject of disagreement and conflict – the reason for rules, regulations and laws. We must also understand the way and at which administrative level issues are resolved. Were we to conduct this class in a classroom, the discussions (arguments) might be long and heated. But, we'll leave that to the TV series, Judge Judy and her counterparts who always seem to generate a laugh at the simplest of mundane legal issues. Here, we will provide an understanding of how to avoid problems ... and, if you find yourself in one, how to work within the legal system to your best advantage.

THE ONLINE CHALLENGE

You have selected an online course that offers the advantage of reading course information at any time; from anywhere you have access to a computer and the internet. To overcome the lack of personal contact, your instructor will check class email almost every day. You are also invited to email, telephone, or arrange personal visits during times which will be listed.

This course will contain concepts and information not contained in our text book. References and direction will be made to current industry trade publications (magazines, journals, trade papers and other publications' online websites). Some may be copied and sent to you via the Etudes course system or to your email address; for others, you may be directed to the publications' web site. You will learn and know what working hospitality/travel professionals know.

Some chapters/modules traditionally take longer than others ... The reason is the amount of information to be explained and "discussed" in class. Online, you have more time to review content information, view different internet sites, as well as to discuss points and ask questions.

With this online course, some may see a lack of "face-to-face" interaction as a challenge. We will use our Etudes technology to mediate some of those challenges. For instance, everyone will be asked to download an Avatar. This can be a picture of yourself, or another image representing you. This will help us to "put a name to a face." Also, we will take advantage of the chat modes to communicate. And we do not have to be together at one specific time. Although when online you will see who else is online at the same moment, communication streams can carry on according to individuals' schedules.

Course Objectives

1. Describe the principles of law as they apply to the Hospitality industry.
2. Compare and define the differences between rights and duties, complaints and litigation, and trials and alternative dispute resolutions.
3. Explain the scope of the Civil Rights Act of 1964 and how it applies to the Hospitality industry.
4. Identify the elements and ramifications of contracts used in the industry
5. Restate negligence doctrines and the elements of a negligence case.
6. Describe the duties owed to guests and patrons under the law.
7. Report who qualifies as a guest, the legal and illegal acts of guests and the termination of a guest-innkeeper relationship.
8. Review the risks and liability involving theft, damage or destruction of a patron's property.
9. Define the rights of an innkeeper in guest and non-guest relationships.
10. Illustrate the rights of a guest including assigned rooms, privacy, searches, credit card fraud and false arrest.
11. Recognize the safety responsibilities and reasonable expectations associated with the sale and delivery of food products.
12. Describe the responsibilities and liabilities associated with the sale of alcoholic beverages.

13. Express the tenets of the Fair Labor Standards Act as it applies to industry employees and define various types of illegal job discrimination.
14. Appraise the regulations and licensing procedures involved in the operation of a hotel or restaurant.
15. List the issues involved with operating a casino as it relates to the hospitality industry.
16. Restate the legal guidelines of the hospitality industry by applying the topics listed above.

Course Student Learning Outcome

<p align="center"><u>Course SLO</u></p> <p>One sentence that describes a major piece of knowledge, skill, or ability that students can demonstrate by the end of the course</p> <p><i>Finish the sentence, "At end of the course, the successful student will be able to... "</i></p>	<p align="center"><u>Assessment Method</u></p> <p>Major assignment, project or test used to demonstrate or apply outcome</p> <p><i>Remember to have a mix of qualitative and quantitative assessment methods.</i></p>	<p align="center"><u>Criterion Level</u></p> <p>Reflects satisfactory performance on the SLO</p> <ul style="list-style-type: none"> • <i>At least X percent of students achieve this course SLO.</i> • <i>All students achieve at least the Y level on this SLO.</i> • <i>At least X percent of students achieve the Y level on this course SLO.</i>
<p>1. Students will identify hospitality related legal requirements mandated by federal and state agencies, define safe food storage, preparation and serving practices and implementation of safe alcohol serving and the implication(s) to guests, the business and others, and cite needed business licenses and agency approvals for conducting a hospitality business.</p>	<p>Evaluation for effectiveness will be made by exam. There are established criteria from which quantitative and qualitative (rubric) data are extracted. Essay: Select an area of the tourism/travel industry of most interest to you. Describe measures you would take to assure avoidance of legal problems in that category of business.</p>	<p>65% of students will achieve a grade of at least 70% for this assessment.</p>

1. **TEXT** - available in the campus bookstore
Hotel, Restaurant and Travel Law, A Preventive Approach, Seventh Edition Available in the campus bookstore and online via the publisher's website
By Cournoyer, Marshall & Morris; Delmar Cengage Learning
2. **TESTS** – Three quizzes will be given during the semester including concepts, glossary words and terms will be included in the exams. All tests are online, in the Etudes program.

Total of 160 points*

All quizzes are open book research oriented with a combination of multiple choice and true/false responses. The dates of the exams are listed in this outline.

The total scores for the three exams will be the numbers on which the final grade will be assigned.

Make-up examinations must be arranged in advance, will have time limits, and may result in reduced points.

Essay: 30 points - Select an area of the tourism/travel industry of most interest to you. Describe measures you would take to assure avoidance of legal problems in that category of business.

3. **GRADING CRITERIA** - Student grades will be based on a modified curve. The highest score achieved on all tests will be the top of the "A" scale with a 10% separation between letter grades.

Example:	250 points	}	A
	<u>-25 (10%)</u>		
	225	}	B
	<u>-25</u>		
	200		

4. **DROPPING THE CLASS** – It is hoped that, before dropping this class, you will discuss your reasons with the instructor. There may be alternatives that will help ensure your continuation and success.

Fall 2013	
Drop a Class w/o a Fee	Sept 20
Drop a Class w/o a W	Sept 20
Drop w/ a W	Nov 15
CAMPUS CLOSED	Labor Day, Sept 2 Veteran's Day, Nov 11 Thanksgiving Nov 28 – Dec 1

See WLAC Schedule of Classes for additional information

5. **QUESTIONS, COMMENTS, SUGGESTIONS, or COUNSELING** regarding career direction or the hospitality industry may be discussed either before or after class, or by appointment. You may contact the instructor by: Email: kboles@ha.ucla.edu or via Phone at 310-206-9270.

Please check below for scheduled appointment times and note that it is advantageous to make an appointment to better ensure availability.

6. OFFICE HOURS

Monday	Tuesday	Wednesday	Thursday	Saturday
08:30–10:00 online or by phone	08:30-11:00 online or by phone	08:30-11:00 or online or by phone	08:30-11:00 online or by phone	08:30-11:00 By appointment



7. TOPICS TO BE COVERED – Fall 2013 *Aug 26 - Dec 13*

Please allow me to make a few remarks that may help you to follow this online course structure.

1. Read the Syllabus. The Syllabus contains reading schedule as well as Quiz schedule

Note: You are responsible for the reading schedule in the Syllabus regardless of postings on Etudes. So when in doubt, look at the chapter schedule for each date.

2. Please note this Syllabus pattern will be followed throughout the course:
 - Every Monday the next chapter/Module will open. The Module is the Chapter.
 - Every Monday a “New Post” or “Topic of the Week” will list the question of discussion for the week
 - The “week” goes from Monday 12:01am through Sunday night 11:59pm. Then the following Monday it starts again.
 - NOTE: You will see that even though the end date is the Sunday night 11:59pm, the topic does stay open until December 12, 11:59pm. This is so any can contribute or follow-up on a given topic at any time throughout the semester.

Hospitality 320, Fall 2013-Modules open on Monday morning on stated dates below

WEEK	DATE	2013 – READING/ACTIVITIES*	DISCUSSION
1	Aug 26	Introduction, course objectives; tests & grading Ch 1 – Introduction to Contemporary Hospitality Law	8/26-9/1
2	Sep 2	Ch 2 – Legal Procedures: Journey of a Case Through the Courts	9/2-9/8
3	9	Ch 3 – Civil Rights and Hospitality Business	9/9-9/15
4	16	Ch 4 – Contract Law and the Hospitality Industry	9/16-9/22
5	23	Quiz #1 on Chapters 1-4 ... 40 points Ch 5 – Principles of Negligence	9/23 – QUIZ #1 9/23-9/29
6	30	Ch 6 – Negligence and Hospitality Practice	9/30-10/6
7	Oct 7	Ch 7 – Guests and Other Patrons	10/7-10/13
8	14	Ch 8 – Protecting Patrons' Property	10/14-10/20
9	21	Ch 9 – Rights of Innkeepers	10/21-10/27
10	28	Ch 10 – Guests' Rights	10/28-11/3
11	Nov 4	Quiz #2 on Chapters 5-10 ... 60 points Ch 11 – Liability and the Sale of Food	11/4 – QUIZ #2 11/4-11/10
12	11	Ch 12 – Liability and the Sale of Alcohol	11/11-11/17
13	18	Ch 13 – Travel Agents and Airlines – Rights and Liabilities	11/18-11/24
14	25	Ch 14 – Employment	11/25-12/1
15	Dec 2	Ch 15 – Regulation and Licensing Ch 16 – Specialized Destinations – Casinos, Theme Parks, Spas, and Condominium Hotels	12/2-12-8 12-9-12/13
16	9	Final Quiz #3 on Chapters 11-16 ... 60 points Legal Problem Avoidance essay due ... 30 points. This date to be assigned by school. Check your calendar for exact date.	12/9-12/13 QUIZ #3 Final & Essay due

* Subject to change.

Students with disabilities who believe they may need accommodations in this class are encouraged to contact Disabled Students Programs and Services, HLRC 119 or call 310-287-4550 as soon as possible to better ensure such accommodations are implemented in a timely fashion.



You are encouraged to experience activities related to different cultures, from foods to foreign destinations and to study related subjects: anthropology, architecture, history, sociology and more. These will broaden your knowledge base and enable you to work with increasingly more travelers, with more interests, wanting different levels of service.



You are offered a brief view of your instructor's hospitality related background so you may know how to use his knowledge to further you own professional interests



Kay Boles

Hospitality/Travel

With a Masters degree in management and specializing in the hospitality industry, Kay has extensive experience strategically managing conferences for groups in the business, medical, scientific, and educational fields. Kay is a Certified Meeting Professional (CMP), Certified Meeting Manager (CMM), and Certified Hospitality Educator (CHE). Prior to joining UCLA, she held the role of Director of Conference Services and Conference Services Manager in Texas, in addition to being a Meeting Manager for the University of Texas Medical Branch.

Kay has taught many courses in WLAC’s Hospitality and Travel programs. Regardless of the class she is teaching, she approaches it from a business, management, and career path perspective. She wants students to not only learn the course information but to be able to apply it to their own personal and professional goals.

Kay is former president of UCLA Staff Assembly (a 25,000 employee association) and Vice-President of Education for Meeting Professionals International (MPI) Southern California Chapter.. Her community service work includes volunteering with the UCLA True Bruin program, having served as task manager, project manager, and ambassador for UCLA volunteer program involving over 6,000 students, faculty, and staff.



West Los Angeles College is committed to student success through a set of Student Learning Outcomes.

Student Learning Outcomes

Students will Identify hospitality related legal requirements mandated by federal and state agencies, define safe food storage, preparation and serving practices and implementation of safe alcohol serving and the implication(s) to guests, the business and others, and cite needed business licenses and agency approvals for conducting a hospitality business.

Core Institutional SLOs	Outcome of Communication	Method/ Source of Communication	Method of Assessment	Analysis of Assessment & Change for Improvement
Critical Thinking	<ul style="list-style-type: none"> Student ability to read and listen to internalize written and lecture information for understanding needed to evaluate and apply legal 	<ul style="list-style-type: none"> Lecture Text Handouts Emailed information National, regional, local government and 	<ul style="list-style-type: none"> Participation in class discussions Identification of correct choices on tests 	Evaluation for effectiveness is continuously made through in-class and/or online monitoring of student feedback and test accomplishment.

	practices, principles and procedures related to the hospitality and travel industries	commercial web sites <ul style="list-style-type: none"> Library resources Trade publications 		Ability to select functions in a multilayered hospitality setting providing direction for individual guest needs
Communication	<ul style="list-style-type: none"> Effective use of written English language Successful written and verbal communication 		<ul style="list-style-type: none"> Ability to effectively communicate, in writing and verbally, with other students and the instructor in discussions and tests. 	
Quantitative Reasoning	<ul style="list-style-type: none"> Understanding legal issues through relationships relative to risk and business profitability 		<ul style="list-style-type: none"> Ability to correctly determine legal needs and risks for the sale and service of lodging and travel arrangements 	
Self Awareness / Interpersonal / Diversity	<ul style="list-style-type: none"> Ability to place ones self in the total scheme of a tourism business relationship, in a new destination, country and new culture Learning to interact with other cultures 		<ul style="list-style-type: none"> Ability to show confidence and sensitivity to other cultures in client counseling and sales simulations related to providing legally binding and non compromising sales 	
Civic Responsibility / Ethics	<ul style="list-style-type: none"> Application of knowledge of American culture, ethics, academic & business standards Familiarization with and application of American and foreign legal standards for hospitality and travel rules and laws 		<ul style="list-style-type: none"> Student application of knowledge of the American and other culture ethics, and legal systems resulting in positive outcomes for clients in legally binding and contractual situations 	
Technological Awareness	<ul style="list-style-type: none"> Use of computers and internet for communication 		<ul style="list-style-type: none"> Successfully use the computer/internet for research and communication 	