



Bachelor Module Guide

Law and Human Resource in Hospitality

(HT23)

Aims and Objectives of this module:

- Develop an understanding of the legal framework of the hospitality and restaurant industry
- Develop students' ability to critically analyze existing law and legal developments relating to the hospitality and travel industry
- Develop students' knowledge of the international regulatory bodies relevant to hospitality
- Develop the ability to enable students to think critically and identify legal problems arising out of hospitality practice and develop mechanisms to prevent litigation
- Develop an understanding of the legal requirements from selected legal systems
- Develop students' understanding of the impact of law on the hospitality industry
- Develop students' ability to differentiate the different types of legal liability that operate at an international level

Module Description

Module Name	Law and Human Resource in Hospitality		
Module Code	HT23		
Period	Year 3	Phase 2	Block 1
Teacher	Annette Kappert -White		
Email address	annette.kappert@wittenborg.eu		
Prerequisite	Phase 1 related modules (HT) or equivalent		
Introduction	<p>This module provides an introduction to key legal issues relating to the hotel and industry. It assumes no prior knowledge of law. The module will be student centered and will focus on case study analysis aimed to highlight legal issues within the relevant industry.</p> <p>The module will provide an essential introduction of legal principles and the seminar sessions will focus on identifying, preventing and resolving legal issues. The module will have an international perspective to include case study analysis dealing with issues within different legal systems where appropriate.</p>		
Goals	<ul style="list-style-type: none"> • Develop an understanding of the legal framework of the hospitality and restaurant industry • Develop students' ability to critically analyze existing law and legal developments relating to the hospitality and travel industry • Develop students' knowledge of the international regulatory bodies relevant to hospitality • Develop the ability to enable students to think critically and identify legal problems arising out of hospitality practice and develop mechanisms to prevent litigation • Develop an understanding of the legal requirements from selected legal systems • Develop students' understanding of the impact of law on the hospitality industry • Develop students' ability to differentiate the different types of legal liability that operate at an international level 		
Content	<p>1. Introduction to legal principles and the legal environment Overview of key legal principles and subject specific elements including, contract law, employment law, negligence, health and safety regulations, licensing laws. Introduction to private international law comparison of legal systems, EU law, common and civil law systems, court structure/litigation.</p> <p>2. Managing the legal risks of international hospitality business. Legal responsibilities of the hospitality manager selection and management of employees, discrimination rules (disability, age, etc) legal responsibilities to guests, sale of food and alcohol, managing property.</p> <p>3. Dispute resolution: Methods of resolving disputes: litigation and alternative dispute resolution eg arbitration. Issues in resolving international disputes.</p>		
Instruction / Study Load	<p>24 Lesson hours 8 Preparation Lesson hours 7 Assignments / Homework hours 20 Exam and exam preparation hours 53 Literature (Depending on the length and difficulty of the book) hours</p> <p>The course uses 200 pages from the book(s) and journal articles where:</p> <ul style="list-style-type: none"> • 100 pages difficult reading and understanding material – 33 Hours 		

	<ul style="list-style-type: none"> • 100 pages average reading and understanding material – 20 Hours <p>Criteria:</p> <ul style="list-style-type: none"> • Difficult reading and understanding material – 3 pages per hour • Average reading and understanding material – 5 pages per hour • Easy reading and understanding material – 7 pages per hour <p>Total 112 Hours</p>
IBA Final Qualification Mapping	<p>Mapped with numbers: 1, 3, 11, and 18</p> <p>See the EEG for further reference.</p>
Teaching Language	English
Teaching Methods	<ul style="list-style-type: none"> - Classroom lecturing - Case study discussions - Feedback and presentation sessions - Video and film - Discussion sessions - Research Papers
Module / Lecture and seminar status	Compulsory
Testing and assessment	<p>Written Examination (1)</p> <p>See the EEG for further reference</p>
European Credits	4
Required literature	Barth, S, Hayes, D, 2005 Hospitality Law: Managing Legal Issues in the Hospitality Industry, 2005, Wiley & Sons Inc, ISBN-10: 0471464252 , ISBN-13: 978-0471464259
Recommended literature	<p>Employment relations research series no. 55 http://www.berr.gov.uk/files/file27818.pdf</p> <p>Agritourism</p> <p>Health and Safety Guidelines for Children http://agmarketing.extension.psu.edu/Retail/PDFs/agri_child_guide.pdf</p> <p>http://www.hse.gov.uk/slips/experience.htm</p> <p>Health and Safety http://www.hse.gov.uk/contact/faqs/policy.htm</p> <p>NB. Other resource will be added throughout the course and as they are published</p>
Notes	

<h1>Module Plan</h1>	
Module Name	Law and Human Resource in Hospitality
<i>Lesson 1</i>	
Content	<p>Prevention philosophy.</p> <ul style="list-style-type: none"> • Overview of key legal principles and subject specific elements including, contract law, employment law, negligence, health and safety regulations, licensing laws • Managing the legal risks of international hospitality business.
Aims	For students to gain an understanding of how knowledge, structures, preventative measures and well-structured business models can be used to avoid litigation in the hospitality and tourism industry.
Required Preparation	Chapter 1
Tasks (self-study / homework)	Read Chapter 2 Find examples of ethical and legal dilemmas faced by managers in the hospitality industry.
<i>Lesson 2</i>	
Content	<p>Government Agencies/Organizations that Impact the Hospitality Industry.</p> <p>Introduction to: private, international law, comparison of legal systems: EU law, common and civil law systems, court structure/litigation.</p>
Aims	For students to: <ul style="list-style-type: none"> • gain an understanding of how federal governmental agencies regulate the hospitality industry. • be able to recognize national and international agencies and departments charged with monitoring and regulating the travel industry. • be able to respond to an official inquiry or complaint from a regulatory entity.
Required Preparation	Handouts given in the previous lesson
Tasks (self-study / homework)	Read Chapter 3 Compile a list of regulatory bodies pertinent to the hospitality industry. Prepare for mini presentation
<i>Lesson 3</i>	
Content	<p>Hospitality Business Structures.</p> <ul style="list-style-type: none"> • The importance of selecting the proper organizational and operational structures for a hospitality business. • The various organizational business structures used in the hospitality industry. • The most common operational business structures used in the hospitality industry. • The responsibilities and obligations created by an agency relationship.
Aims	For students to be able to: <ul style="list-style-type: none"> • understand the Importance of Business Structures • identify Common Hospitality Organizational and operational structures • gain an understanding of The Agency Relationship
Required	Handouts given in the previous lesson

Preparation	
Tasks (self-study / homework)	Read Chapter 4 Prepare for mini presentations As given by the teacher
Lesson 4	
Content	Hospitality Contracts. <ul style="list-style-type: none"> • Introduction to Contracts • Components of an Enforceable Contract • The Uniform Commercial Code • Preventative Legal Management and Contracts • Regulatory and administrative concerns in the hospitality industry, including aspects such as insurance.
Aims	For students to: <ul style="list-style-type: none"> • familiarize themselves with specific issues surrounding the legal environment of contracts within the hospitality and tourism industry. • be able to identify the two basic types of valid business contracts and components that must be present to create a valid contract. • understand the purpose of the Uniform Commercial Code (UCC). • understand the consequences of breaching an enforceable contract. • learn how to avoid legal difficulties related to contracts before they arise..
Required Preparation	Read Chapter 5
Tasks (self-study / homework)	Read Chapter 6 Prepare for mock trial As given by the teacher
Lesson 5	
Content	Employment Law <ul style="list-style-type: none"> • Legal issues around the selection and management of employees discrimination rules (disability, age, etc) • Dispute resolution: Methods of resolving disputes: litigation and alternative dispute resolution e.g. arbitration. Issues in resolving international disputes
Aims	Students will be able to: <ul style="list-style-type: none"> • utilize job descriptions, qualifications, and other tools for legally selecting employees, in order to avoid charges of discrimination by knowing the classes of workers that are protected under the law. • understand the procedure for verifying the work eligibility of potential employees before offering them employment. • distinguish the rights of both employers and employees under the At-Will Employment doctrine. • understand the concept of collective bargaining and the legal obligations when interacting with labor unions.
Required Preparation	Read Chapter 7
Tasks (self-study / homework)	Read Chapter 8 Prepare for class debate

homework)	As given by the teacher
Lesson 6	
Content	<p>The meaning of Hospitality</p> <ul style="list-style-type: none"> • Responsibilities as a hospitality operator to staff, guests and society • Accommodating Guests • Guest Privacy • Facility Maintenance • Responsibilities To Non-guests • Removal Of Guests
Aims	<p>Students will gain an understanding of how to:</p> <ul style="list-style-type: none"> • admit guests and the circumstances when such admission can be denied. • protect the guest's right to privacy. • operate and maintain a facility in a way that maximizes the safety of guests and compliance with the law, including Title III of the Americans with Disabilities Act (ADA). • differentiate among various types of non-guests and understand a managers obligations toward them. • generate the procedures required to safely and legally remove guests from a property.
Required Preparation	Read Chapter 9 Revise vocabulary
Tasks (self-study / homework)	Read Chapter 10 As given by the teacher
Lesson 7	
Content	<p>Health and Safety</p> <ul style="list-style-type: none"> • Legal issues around the serving of food and beverages • Legal issues around guests property • This lesson will include aspects such as the legal responsibilities to guests, the sale of food and alcohol.
Aims	<p>Students will</p> <ul style="list-style-type: none"> • gain an understanding of foodservice establishments responsibilities, and laws, • be able to • apply "Truth in Menu" concepts to the service of food and beverage products. • to assess the current legal risks associated with serving alcohol. • to implement training programs that result in the responsible service of alcohol.
Required Preparation	Read Chapter 11
Tasks (self-study / homework)	Read Chapter 12 Prepare for mock exam As given by the teacher
Lesson 8	
Content	<p>Legal Responsibilities in Travel and Tourism.</p> <p>Legal responsibilities in travel & tourism</p>

	<p>Safety issues in travel & tourism Travel Agents and Tour Operators Transportation and Common Carriers Online Travel Sales</p>
Aims	<p>Students will :</p> <ul style="list-style-type: none"> • gain an understanding of the roles and potential liabilities of travel agents and tour operators as each fulfills its unique role in marketing and providing travel services. • be able to identify those common carriers typically utilized by the travel industry, as well as the recurrent areas of potential liability inherent in each of them. • be able to evaluate tourism as it relates to gaming, resorts, and time-shares, and theme park operations, based, in part, upon the unique liability issues and managerial responsibilities inherent in each of these growing areas.
Required Preparation	<p>Read Chapter 13</p>
Tasks (self-study / homework)	<p>Read Chapter 14 Prepare for final exam As given by the teacher</p>

Module Evaluation Plan

Module Name	Law and Human Resource in Hospitality		
	Block	Type of Evaluation	% Weight of Final Module Mark
Evaluation 1	1	Written Examination	100%
Total mark required for pass 5.5			Total must equal 100%
<p><u>Short explanation</u> There is a short description of this in the Education Guide under Examinations and Evaluation leading to EC Credits.</p> <p>Content of the exam covers the topics that have been given in the module plan.</p> <p><u>Teacher explanation:</u></p>			
Final mark required for pass:5.5			
<p>Notes:</p> <p><i>Required Attendance of 75 % of the lecture. If students miss more than 1 lesson in a block of 4 weeks, they can be barred from taking the exam at the Exam week, and will be required to wait until the re-sit at the following block Exam week. After this, the next opportunity will be the following year.</i></p>			