

# HTM 21200: Organization and Management in the Hospitality and Tourism Industry

## Course Description

Basic principles of planning, organizing, directing, and controlling human and physical resources will be addressed. Students will also learn how these principles can be applied to maximize the organizational effectiveness of hospitality and tourism businesses.

## Pre-requisite

Hospitality and Tourism Management majors only.  
May not be enrolled as the following Classifications:  
Freshman: 0 – 14 hours

## Course Objectives

At the completion of the course, the student will be able to:

Identify basic management principles of planning, organizing, directing and controlling as applied to the hospitality and tourism business.

Describe the concept of organizational effectiveness and the nature of managerial work.

Identify basic management and leadership skills that managers possess in order to effectively manage in the hospitality and tourism industry.

Identify the issues facing managers in the hospitality and tourism industry.

Explain the basics of human behavior in organizations.

Identify the basics of knowledge management and effective decision making techniques.

Discriminate between ethical and non-ethical behaviors on the part of individuals inside and outside the organization.

Analyze the impacts of culture and diversity on organizations.