**COLLEGE OF SOUTHERN NEVADA**

**DEPARTMENT OF HOTEL MANAGEEMENT**

**HMD 253 – Hospitality Service Management**

**Distance Education**

**Direction sheet for Discussion topics.**

**Objective:** Discussion topics are mini essay type papers designed to open your mind to some of the complex and often challenging aspects of delivering good customer service. These are topics that in live class we dive into. Not all topics will be found in your book. You may need to search the internet and your mind for these topics. Answer all topics with your OWN thoughts. There are no bad ideas, but stolen ideas are not accepted. What does the topic mean to you? What do you perceive the best way to approach these topics would be? Think about your own experiences as you answer each topic and complete all aspects asked in the question. Plagiarism will result in a zero grade.

**Requirements:** Students are required to turn-in via CANVAS a minimum of 400 word essay for each of the 6 discussion topics. Point deductions will be taken for going under the 400 word requirement. No penalty will be given for going above the 400 word requirement. Discussion topics must be answered in their entirety and the essay must stay within the topic being asked. Grammar and spelling should be checked prior to posting answer. This is an individual discussion. You will not be reading other students essays. Make sure your essays are formatted with a beginning, middle and end. They should be easy for the professor to read and understand your answer. Point deductions will be taken for jumping all over or having an essay that is hard to understand. Students are NOT required to use outside research to answer their discussion question, but if a student does use outside sources the work must be sited. Severe point deductions will be taken for not crediting outside resources used (this includes passages taken from webpages).

**Grading:** The 6 discussions are required and a maximum of 20 points can be earned for each discussion. Point deductions will be taken for not fully answering the question, severe grammar and spelling issues, not crediting outside work used, plagiarism or using stolen work, hard to follow essays, going off topic, repeating the same answer, and not reaching the required 400 work minimum.

**Availability and Due Dates:** All discussions are due on the date shown on the syllabus. NO LATE DISCUSSION WILL BE ACCEPTED FOR ANY REASON. Students have access to all discussion questions on the first day of class and can turn in their answers anytime up until the due date shown on the syllabus. Grades will be posted AFTER the due date. Please allow up to 14 days for grades to be posted. Discussions are due on Mondays by 11:59 pm (Tuesdays in the event of a Monday holiday). Check your syllabus schedule for exact due dates and plan to turn everything in by the due date shown.

\*Note: Discussion posts MUST be turned in via the assignment section on CANVAS. No other places will be accepted. I will NOT grade essays e-mailed to me!