

**The University of Jordan/Aqaba**  
**School of Tourism & Hospitality Management**  
**Department of Hotel Management**

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**Course: Introduction to Tourism & Hotel Management (5302106)**

**Pre-requisites: None**  
**3 Credit Hours**  
**Semester: 1<sup>st</sup> 2020/2021**

**Lecturers:**

Name	Office Number	Office Phone	Office Hours	E-mail
<b>Dr. Ayman Harb</b>				<b>a.harb@ju.edu.jo</b>

**Course Description:**

This course focusing on definition of management, evolution of management thinking, functions of management (planning, organizing, leading, and controlling), schools of management thoughts, environmental analysis, and managerial skills.

**General Aim and Rational:**

**Management** is an important factor in all types of organized activities and in all types of organizations. This course is specifically designed to provide you with a comprehensive knowledge of theories and fundamental concepts of management. It explains the role of management within the organization in a dynamic environment. The course will review the historic development of management thought. Emphasize is placed on the component parts of management including Planning, Organizing, Leading and controlling.

**Recommended Text:**

Stephen P. Robbins, Mary Coulter, Yusuf Sidani and Dima Jamali (2011), *Management*, Arab world edition, Pearson Education Limited, England.

**Content:**

**The subject will cover the following topic areas:**

1. Introduce the student to who managers are and what they do. Also help the student to discover that the work managers do is vitally important to organizations.
2. see how the field of study called management has evolved and show how today's managers still use many elements of the historical approaches to management
3. study the steps in the decision-making process and also look at the various things that influence a manager as he or she makes decisions
4. Study of the first of the management functions: planning and how it is important because it establishes what an organization is doing. We will also look at how managers set goals as well as how they establish plans.
5. Study of the second of the management functions: designing an appropriate organizational structure. Once managers are done planning, then they need to begin to "work the plan." And organizing is the first step in doing that.
6. Study of an important part of the third of the management functions (Leading) which is the motivating and rewarding employees part. It is one of the most important and challenging activities that managers do. To get employees to put forth maximum work effort, managers need to know how and why they are motivated. That is what we discuss in this chapter.
7. Study of the fourth and final of the management functions: controlling. Managers must monitor whether goals that were established as part of the planning process are being accomplished efficiently and effectively. That is what they do when they

control. Appropriate controls can help managers look for specific performance gaps and areas for improvement.

**Learning Outcomes:**

**Upon completion of the course, students are expected to be able to:**

1. Understand the fundamental concepts and principles of management, and their role within the organization.
2. Be knowledgeable of historical development of management thought and important theories of management.
3. Develop skills in applying management concepts to various business situation.
4. Be familiar with interactions between the environment, technology and organization in order to achieve high performance.
5. Understand the interdependency among management process (Planning, Organizing, Leading and controlling) and its implementation in the management strategies.

**Weekly Course Contents and T/L & A with Los**

Week	Topic Details
1	<b>Introduction to management and organization</b>
5	Management History
6	<b>Managers as Decision Makers</b>
7	<b>Managers as Decision Makers</b>
8	
9	<b>Foundations of Planning</b>
10	<b>Foundations of Planning</b>

11	<b>Organizational structure and design</b>
12	<b>Organizational structure and design</b>
13	<b>Motivating Employees</b>
14	<b>Motivating Employees</b>
15	<b>Introduction to Controlling</b>
16	<b>Review and Final Exam</b>

**Teaching (T) Strategies:** Class Contact is 3 Hours per week. The Course will be delivered using different means like lecture, presentations, seminars, discussion and case studies.

**Learning (L) Methods:** Students attend classes, ask questions and participate in discussions, do the home works, present the assignments and demo their works. Students will access the e-learning platform for more instruction and supported learning materials.

**Assessment (A) Methods:** There will be several assessment methods of evaluation the performance of the students such as attending and class participation, grading the homework,

quizzes and assignments; conducting the Midterm and the Final Exams. Every student is expected to completely adhere to the assignments strict deadlines, absolutely no exceptions will be given.

**Grading Policy**

- Exams: 80%
- Homework: 20%

**Makeup policy:** Students may make-up exams if they have an excused absence and contact the instructor prior to or immediately after the original schedule time.

**Civility in the Classroom:** Students are expected to show respect to all others in the classroom by being on time, listening patiently, and causing no disturbance to the learning of others.

**Students with Disabilities:** Any student who, because of a disability, may require special arrangements in order to meet course requirements should contact the instructor as soon as possible to make any necessary arrangements. Students should present appropriate verification from Student Disability Services during the instructor's office hours. Please note instructors are not allowed to provide classroom accommodations to a student until appropriate verification from Student Disability Services has been provided.