

DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Fall 2025

HP2210 (A2): Introduction to Hospitality and Tourism – 3 (3-0-0) 45 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land, and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR*: Bianca Dudenhoffer **PHONE:** 780-539-2864
OFFICE: C205 **E-MAIL:** bdudenhoffer@nwpolytech.ca
Tues/Thurs: 10:00 am – 11:30 am or by appointment, best way
OFFICE HOURS: to contact: email

CALENDAR DESCRIPTION: This course introduces students to the field of hospitality and tourism and the numerous interrelated sectors of this industry. The complex nature of the industry will be explored and its relation to the environment, economy, and employment.

PREREQUISITE: BA 1090

REQUIRED TEXT/RESOURCE MATERIALS:

NSCC Edited by: Morgan Westcott; Wendy Anderson; and Adapted by NSCC (2020) *Introduction to Tourism*. 2nd BC edition. Creative Commons Open Textbook. (This is a free, open-source textbook. The link to the PDF download is on the HP 2210 D2L MyClass site.)

Students will need to purchase these to complete the following certificates or provide proof of completion:

- ProServe – approximately \$26.25
- First Aid – approximately \$135
- Fire Extinguisher training – approximately \$30



For device, software, and network requirements, please visit the following link:

<https://www.nwpolytech.ca/students/techsupport/index.html>

DELIVERY MODE(S): On-campus (face-to-face) – This type of course will be delivered on campus in a specific location which will be indicated on the student timetable. Students are expected to fully attend in person. HP2210 has three hours of instructional time weekly. The classwork will be comprised of lectures, class discussions, group work, presentations, field trips, and examinations. Where appropriate and when available, guest speakers and field study will be used, which may require flexibility in scheduling and the ability to secure transportation to and from field trip locations.

LEARNING OUTCOMES:

Upon successful completion of this course, students will be able to:

1. Define industry and workplace standards/policies relevant to the hospitality and tourism industries (e.g., personal appearance and hygiene, customer service, company brand, etc.).
2. Explain the origins and history of tourism.
3. Describe the sectors of hospitality and tourism and their interrelationship as well as the range of hospitality and tourism occupations and services.
4. Discuss evolving issues, trends, and globalization of the tourism industry and their implications.
5. Examine the economic, social, and climate related aspects of tourism.
6. Analyze the importance of tourism to Alberta and Canada.
7. Demonstrate knowledge and practices as they relate to selected industry certifications.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page [Transfer Alberta](#)

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

Assessment	Weighting
Assignments (6)	30%
Participation & Reflection (travel journal)	15%
Major Assignment (Travel Expo)	20%
Midterm	15%
Final Exam	20%
Total	100%

ASSIGNMENT AND PROJECT POLICIES:

- You are strongly encouraged to complete all participation exercises, assignments, quizzes, outings, and exams.
- You must contact the instructor to make arrangements if you anticipate missing an evaluation BEFORE the evaluation date. Valid reasons include conflict with religious beliefs, domestic problems, bereavement, or illness. In the case of illness (physical, mental, or emotional), medical documentation may be required.
- Assignment will be written on paper in class and submitted to the instructor at the end of class on designated days. Please see full class schedule for when these days occur.
- Participation in guest lectures and field trips are required throughout the semester and will come with a related reflection. These reflections are to be handwritten in your travel journal and submitted at the end of the semester.
- Turnitin plagiarism-detecting software will be used in this course.

Midterm Exam

- This midterm is to be taken in class, so please be sure to be present.
- The midterm format will be communicated to you through MyClass before the midterm date.
- If you miss an exam, you will have a grade of 0 for that test, unless you had prior permission with a valid reason. Valid reasons include conflict with religious beliefs, domestic problems, bereavement, or illness. In the case of illness (physical, mental, or emotional), medical documentation may be required.

Final Exam

- Final exams will be written as scheduled by the Registrar's office during the exam period. Do not plan activities during this period. Examinations will start

at the scheduled time. Extra time will not be allotted to students who arrive late for an examination.

- Students who fail to report for a scheduled examination, and who do not qualify for a deferred examination, will receive a grade of "F" for the missed examination.
- Deferred final examinations may only be granted when an examination has been missed or interrupted because of illness, domestic problems, or a conflict with religious beliefs. In the case of illness (physical, mental, or emotional), medical documentation may be required.
- The Final Exam for HP2210 will be a 2-hour exam.
- The final exam format will be communicated to you through MyClass before the midterm date.

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit IF your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100		C+	2.3	67-69
A	4.0	85-94		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Module	Topic	Assessment
1	Course Overview/Introduction	
2	Ch. 1 - History & Overview	
3	Ch. 2 - Transportation	Assignment #1
4	Ch. 3 - Accommodation	Assignment #2
5	Ch. 4 - Food & Beverage Services	
6	Ch. 5 - Recreation & Ch. 6 - Events, Culture, Heritage, & Sport (Entertainment)	
7	Ch. 7 - Travel Services	Assignment #3
8	Midterm: October 23, 2025	

9	Ch. 8 – Services Marketing	Assignment #4
10	Ch. 9 – Customer Service	Assignment #5
11	Fall Break: No Classes	
12	Ch. 10 – Environmental Stewardship & Ch. 11 – Risk Management & Legal Liability	
13	Ch. 12 – Indigenous Tourism & Ch. 13 – Careers & Work Experience	Hand in Travel Journal
14	Ch. 14 – Back to the Big Picture: Globalization & Trends	Assignment #6
15	Major Assignment: Travel Expo	

The above schedule may be revised at the discretion of the instructor based on class requirements.

STUDENT RESPONSIBILITIES:

Registered students are expected to abide by the rules and regulations of NWP. It is the student's responsibility to be fully acquainted with and adhere to NWP's policies, procedures or rules; please see

<https://www.nwpolytech.ca/about/administration/policies/fetch.php?ID=69>

Attendance: Students are expected to attend all scheduled classes, arrive on time, and remain for the duration of the activities. Arriving late or leaving early is disruptive to the entire class. Frequent tardiness may be treated as absence. **Students with absences in excess of 6 classes may be refused permission to write the final exam.** For more information, please refer to the Academic Regulations on Debarred from Exams at <https://www.nwpolytech.ca/programs/grading-systems.html>.

Time Management: Adopting and adhering to effective learning habits in this course will likely take up a great deal of time so plan your schedule accordingly. It is difficult to catch up once a student falls behind in required readings and exercises.

Cell Phones: The personal use of cell phones during class time is unprofessional and distracting to the instructor and fellow students. Texting and talking on a cell phone during class is therefore strictly prohibited. Cell phones must be either turned off or set to silent mode and placed out of sight.

Email: Email is the preferred option to communicate with your instructor. **Email correspondence to your instructor must be sent from your NWP student email account.** Emails should be professionally formatted and include a subject, correct



spelling and grammar, and a reference to course material and/or textbook pages, etc. Emails that do not adhere to this format may not be responded to.

Recording: Photographing and/or recording course content is strictly prohibited unless advance permission is obtained from the instructor and any guest presenter(s). In the event permission is granted, such recordings may only be used for individual study, and may not be reproduced, transferred, distributed or displayed in any public manner.

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available: [Student Rights and Responsibility Policy](#)

****Note:** all Academic and Administrative policies are available on the same page. [Policies Directory | Northwestern Polytechnic](#)

USE OF GENAI:

You can use GenAI tools in this course, but your AI use depends on assessment (assignment) requirements. Follow all directions as provided. If you have any questions/concerns, please ask.

Learning to use AI tools well takes time and practice, so set aside time to 'play' with the AI tools used in this class. Since AI Literacy is an emerging skill (for instructors and students), we will experiment to discover how best to use AI tools for our academics. Familiarize yourself with AI strengths and weaknesses. AI is prone to fabrication (factual inaccuracies), so check AI outputs. Assume outputs contain errors unless you know the answer or can confirm the outputs using other supporting sources. You are responsible for any errors or omissions the AI tool provides that you fail to identify and resolve.

Important: AI is a tool, but one that **you need to acknowledge using transparently**. In addition to standard reference and citation expectations (*see the NWP Library's [Citing Generative AI](#)), **always include a supplemental reflective paragraph** (written only by you, the student)) at the end of any assignment that uses AI. Explain (in your own words) what you used the AI for and what prompts you used to get the results. Failure to provide a personal reflective paragraph in your own words may be considered academic misconduct.

Words of advice: If using GenAI, the primary challenge you face will be to ensure that AI use supports, rather than replaces, your learning. Be thoughtful.