

HOSPITALITY AND TOURISM MANAGEMENT (HTM)

HTM*6710 Services Management Theory I Fall Only [0.50]

In this doctoral seminar students will assess the 'services' driven economy and the theory and practices of its constituent organizations and relationships. Through readings, facilitated discussions and seminar presentations, students will be able to identify, explain and evaluate the key theories of services management and how they are being used to apply and extend current theories and practice of services management.

Restriction(s): Instructor consent required.

Department(s): School of Hospitality, Food and Tourism Management

Location(s): Guelph

HTM*6720 Services Management Theory II Winter Only [0.50]

This doctoral seminar is an examination of the 'services' driven economy and the theory and practices of its constituent organizations and relationships. This course builds on the foundation of Services Management I and explores key contemporary research areas on services management in more detail. Students will examine services management and value chains theory research and practice in a selection of industries, with a focus on one of the following: tourism, hospitality, food and environmental services.

Prerequisite(s): HTM*6710

Restriction(s): Instructor consent required.

Department(s): School of Hospitality, Food and Tourism Management

Location(s): Guelph

HTM*6730 Cases in Management Summer, Fall, and Winter [0.50]

In this course, students learn how to design, research and write cases used in the management discipline: (1) the teaching case, (2) the research case, and (3) the management decision-making case, as well as related research methods and professional and creative non-fiction writing.

Restriction(s): Instructor consent required.

Department(s): School of Hospitality, Food and Tourism Management

Location(s): Guelph