




# Business Administration

Course Number:	<b>TOUR 105</b>
Course Title:	<b>INTRODUCTION TO TOURISM</b>
Credits:	3
Calendar Description:	This course provides students with an understanding of the complex nature of tourism including economic, environmental, and social impacts. Topics include components of the tourism industry; linkages between tourism and hospitality; the size, scope and infrastructure of the tourism industry; trends and issues in the industry; travel motivators; career opportunities and the role of management.
Semester and Year:	<b>WINTER 2023</b>
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	TOUR 200, BUAD 351 and BUAD 358
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	
Substitutable Courses:	No
Transfer Credit:	No
Special Notes:	This course is also offered as BUAD 115. Students with credit for BUAD 115 or BUAD 206 cannot take TOUR 105 for additional credit
Originally Developed:	2018
EDCO Approval:	June 2020
Chair's Approval:	

**Professors**

Name	Phone number	Office	Email
<b>Paul Moxness</b> <i>Course Captain</i>	<b>250-762-5445</b> ext. 4796	<b>K: B207</b> (Hours TBC)	<a href="mailto:pmoxness@okanagan.bc.ca">pmoxness@okanagan.bc.ca</a>

**Learning Outcomes**

Upon completion of this course students will be able to

- discuss the structure, current trends, and importance of the eight sectors of the tourism industry.
- describe the common components of tourism such as the theories of travel, travel motivations and tourism planning and development.
- describe the tourism sector's economic, environmental, and cultural impact.
- investigate the various organizations and associations related to the tourism sector.
- discuss key issues facing the future of the tourism industry both in Canada and around the world.

**Evaluation Procedure**

In-class Learning Activities	10%
Short Written Assignments (3)	30%
Group Project	15%
Midterm Exam	20%
Final Exam	25%
Total	100%

Detailed information about assignments and how they are evaluated will be given in class, but some general notes about evaluation are provided below:

**Learning Activities**

These in-class activities are intended to incentivize your active and thoughtful preparation/ participation. They will be assessed as fully meets expectations/full marks, partially meets expectations/half marks, does not submit/no marks.

**Short Written Assignments (3)**

These assignments of 400-500 words are designed to improve your critical thinking skills and your analytical writing abilities.

**Group Project**

Groups of approximately 2-3 will choose from a selection of tourism cases that illustrate course concepts. The project has 3 parts:

- Written one-pager that highlights key concepts in the selected tourism case
- 15-minute presentation
- Activity facilitation

**Exams**

Exams will be any combination of multiple choice, true and false, short answer and short essay questions. Class sessions, readings and assignment activities are eligible material for the exams. One 8 1/2x11 double-sided sheet of handwritten notes will be allowed during the exams and will be collected after the exam. Final Exams are scheduled by the Registrar's Office and the schedule will be released later in the term.

**YOU MUST ACHIEVE A PASSING AVERAGE BETWEEN THE MIDTERM EXAM AND THE FINAL EXAM TO RECEIVE CREDIT IN THE COURSE**

**Submission Policy**

All deliverables must be submitted via the appropriate Moodle dropbox on or before the due date unless an extension is approved in advance. Late submissions will receive a mark deduction penalty, as determined by the professor.

**Required Texts/Resources**

Capilano University (2020). *Introduction to Tourism and Hospitality in BC*. M. Wescott, Ed. This Open Source Book can be downloaded for free from: <http://opentextbc.ca/introtourism/>

Students are required to read the relevant textbook chapter and reading material posted in Moodle before the start of each class. It will be the basis for in-class discussion, and we will also look beyond BC's borders.

**Course Schedule:**

Date		Topic	Textbook
2023 Week of		Monday January 9 <sup>th</sup> , First day of class Monday February 20 <sup>th</sup> , Statutory Holiday (no classes) February 21 <sup>st</sup> thru 24 <sup>th</sup> , Mid-semester study break Friday April 7 <sup>th</sup> and Monday April 10 <sup>th</sup> , Statutory Holidays (no classes) Friday April 14 <sup>th</sup> , Last day of class	
Jan	10	Who are we? Why are we here? Kicking off TOUR 105 / BUAD 115	
	12	Introduction, History, and Overview	Chapter 1
	17	Transportation	Chapter 2
	19	Accommodation	Chapter 3
	24	Food and Beverage Services Written assignment #1 – Due Jan 26 (10%)	Chapter 4
	26	Adventure and Recreation	Chapter 5
	31	Entertainment Attractions	Chapter 6
Feb	2	Events, Conferences, and the Travel Trade	
	7	Travel Services Written assignment #2 – Due Feb 9 (10%)	Chapter 7
	9	Group Project Assignments Start	
	14	Services Marketing	Chapter 8
	16	Services Marketing	Chapter 8
	21	MID-SEMESTER STUDY BREAK	
	23	MID-SEMESTER STUDY BREAK	
	28	Customer Service	Chapter 9
Mar	2	Customer Service	Chapter 9
	7	MidTerm Exam (20%)	
	9	Group Project Presentations (15%)	
	14	Group Project Presentations (15%)	
	16	Group Project Presentations (15%)	
	21	Environmental Stewardship and Sustainability	Chapter 10

	23	Environmental Stewardship and Sustainability	Chapter 10
	28	Risk Management and Legal Liability Written assignment #3 – Due Mar 30 (10%)	Chapter 11
	30	Careers and Work Experience	Chapter 13
Apr	4	Aboriginal and Indigenous Tourism	Chapter 12
	6	Aboriginal and Indigenous Tourism	Chapter 12
	11	Back to the Big Picture – Globalization and Trends	Chapter 14
	13	Course recap and finals prep	
	TBD	Final Exam (5%)	

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## **STUDENT CONDUCT AND ACADEMIC HONESTY**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### **What is Cheating?**

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### **What is Plagiarism?**

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### **What are the Students’ Responsibilities to Avoid Plagiarism?**

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 7<sup>th</sup> edition (2019)). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### **What are the Penalties for Plagiarism and Cheating?**

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating, and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.