



THE FISHER VALLEY COLLEGE, INC.
"A Christ-centered Institution"
COLLEGE OF BUSINESS ADMINISTRATION AND ACCOUNTANCY
No. 5, Manuel L. Quezon St., Hagonoy, Taguig City, 1632 Philippines
(02) 8401-6751 * www.tfvc.edu.ph * www.tfvcdbaa.weebly.com
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COURSE SYLLABUS

HR305

MULTICULTURAL DIVERSITY IN THE WORKPLACE

1ST Semester, A.Y. 2021-2022

Monday, 4:00-7:00

Google Meet Link: <https://meet.google.com/bnp-nion-onu>

Marlon B. Raquel, JD, DBAc, LPT
Professor

COURSE DESCRIPTION: This course describes the skills, knowledge, and performance outcomes required to manage multicultural diversity in workplace that covers organization's diversity policy, encouraging diversity within work teams, and upholding the benefits of a diverse workplace. It should also develop the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstanding if it arises. The end goal is for the student to be equipped with social awareness and diverse understanding when serving customers and working with colleagues.

COURSE OUTLINE:

I. INTRODUCTION TO CULTURE, DIVERSITY AND WORKPLACE

- A. Culture
- B. Elements of Culture
- C. Art
- D. Beliefs and Values
- E. Geography



F. Language

G. Law and Politics

H. Religion

I. Social Organization

J. Technology

II. KEY FEATURES OF CULTURE

A. Culture is Learned

B. Culture is Social

C. Culture is Shared

D. Culture Is Transmitted

E. Culture is Continuous

F. Culture is Accumulative

G. Culture is integrated

H. Culture is Changing

I. Culture Varies from Society to Society

III. HOSPITALITY AND HOSPITALITY PROFESSIONAL

A. Primary and Secondary Labor Divisions with Job Titles

B. Various Labor Divisions and Qualifications in the CATC

IV. MULTICULTURAL DIVERSITY IN HOSPITALITY INDUSTRY

A. Multiculturalism

B. LEARN To Be Multicultural



- C. Look and Listen
- D. Empower
- E. Acknowledge, Adopt, Adapt
- F. Respect
- G. Nurture

V. MULTICULTURAL DIVERSITY AMONG HOSPITALITY-RELATED PROFESSIONS

- A. Case 1: The Tourism Professional and Balikbayans
- B. Case 2: Crossing Industries for Tourism Professionals
- C. Benefits of Cultural Audits
- D. Diversity Awareness and Training Program

VI. DIVERSITIES: SIMPLE AND COMPLEX

- A. Case 1: Nationalities and First Impressions
- B. Case 2: Is Personal Hygiene Important?
- C. Case 3: It's More Fun in the Philippines

VII. HANDLING GUEST OR CUSTOMER DIVERSITIES

- A. In everything, the first rule is to always be professional in all your dealings with everyone
- B. Know your job passion
- C. Learn how to be a good listener
- D. Go beyond the basics of being friendly
- E. Be efficient
- F. Embrace all differences
- G. Understand to be understood



- H. Become a walking Wikipedia
- I. Observe the basic rules of engagement
- J. Be yourself

VIII. HANDLING MULTICULTURAL PEER DIVERSITIES

- A. In the workplace and among peers, the first rule is to always be yourself
- B. Be a team player.
- C. Become an inspiration to others
- D. Engage you peers in cultural diversity discussion
- E. Become a walking Wikipedia
- F. Find time for your peers, even outside of wor
- G. Include short three-minute diversity quotes/learnings in everyday meetings
- H. Around the world in 12 months
- I. Be discreet and sensitive
- J. Celebrate each other's diversities

IX. WHEN YOUR SUPERIOR IS DIVERSE

- A. The boss is always right
- B. Be very observant
- C. Be inquisitive
- D. Respect this diversity
- E. Include your superior in all multicultural diversity activities and discussions

X. DIVERSITIES IN DIVERSE LOCATIONS

- A. HATID SAYA 1988
- B. HATID SAYA 1989
- C. Kumustahan Concert Tours 2004, 2005, and 2006

XI. FIVE WAYS TO BECOME A DIVERSITY CHAMPION

- A. Start with a global mindset
- B. Become a "national hero"
- C. Initiate and participate in diversity programs
- D. Adopt one diversity
- E. Be a diversity champion

XII. BENEFITS OF A DIVERSE WORKFORCE

- A.** Having diversity in our workforce will transport our business into a more



effective and successful global company with an understanding of more of the world, its people, and its cultures.

- B.** Having a multilingual staff can make customer service more efficient just like in the case of the cruise line business.
- C.** Allowing people of all faiths into our workforce will strengthen tolerance among one another and enhance respect for each other.
- D.** Allowing people with disabilities to contribute their skills in the workforce will encourage compassion and kindness among one another and promote sincere brotherhood.
- E.** Opening doors to the LGBTQ community will pronounce the organization's acceptance and nondiscriminatory values

LEARNING MANAGEMENT SYSTEM:

We shall use **Moodle** as Learning Management System, thus, all lectures will be posted there. Course requirements must be submitted/uploaded in your Moodle accounts as well.

In cases where Moodle is down or is not working, submissions shall be through **Google Drive and/or Google Forms**.

For lectures and class discussions, we shall use Google Meet. Download **Google Meet** and **Google Calendar** to synchronize our meeting schedules and for the Google Meet link/code. I prefer Google Meet over other video applications because:

1. Its usage is **unlimited**. We will not be disconnected after 40 minutes;
2. It is **more secure** than other video conferencing applications in the market;
3. It is **free**.
4. In terms of data usage, it **consumes less data**. This is advantageous for students who are only relying on mobile data.

Always use your **TFVC email account** for all class-related communications. I will deny your request to join Google Meet discussions if you are using any non-TFVC email account.



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If you have problems with your TFVC email or Moodle account, contact the College Office **immediately** for assistance.



CLASS ETIQUETTE DURING ONLINE CLASSES:

1. Wear an appropriate attire when attending your online classes.
2. Do not attend classes while lying in your bed, i.e., in your sleeping mode.
3. I will not require you to turn on your video during class discussions. However, when your name is called, make sure to turn on your video.
4. I will check your attendance twice which are normally conducted before and after class discussions. Sometimes, I randomly check attendance on my own without specifically calling your names just to check you are still online. Every time you leave from the meeting, I am notified.
5. If you need a 'CR break', send me a private message in the chat box.
6. In compliance with RA 10173, recording of sound and video during online classes is prohibited unless I approve it. Taking of pictures/screenshots is likewise prohibited unless there is a prior consent. You will be held liable for violation of Republic Act 10173 or the Data Privacy Act which protects the fundamental human right of privacy of individuals. All class-related materials are for classroom purposes only. Refrain from posting them in your social media accounts.



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COURSE REQUIREMENTS:

<i>Requirements</i>	<i>Weight</i>	<i>Due on</i>
Midterm Exam	25%	October 18
Final Exam	25%	December 20
4 Learning Activities	25%	
Learning Activity 1	6.25%	Sept. 20
Learning Activity 2	6.25%	Oct. 11
Learning Activity 3	6.25%	Nov. 8
Learning Activity 4	6.25%	Dec. 6
	25.00%	
Class Standing (Recitation & Attendance)	25%	



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REFERENCES:

Module in Multicultural Diversity in the Workplace for Tourism Professional, College of Hospitality Management, Palaris Colleges, San carlos City, Pangasinan. Second Semester, A.Y. 2020-2021.

Any websites that discuss multicultural diversity in the workplace

Notes:

**To receive a passing mark, you need to comply all requirements.
Hard work always pays off.**

Always be courteous/polite to your professor and classmates.

This Course Syllabus is updated as of August 16, 2021 and may be updated to suit the needs of the class.



PROPER WAY OF SENDING A MESSAGE TO YOUR TEACHER

1. START WITH A GREETING
"Good morning/afternoon/evening, Ma'am/Sir."
AVOID STARTING YOUR MESSAGE WITH "HI", "HELLO", and "MUSTA?".

2. INTRODUCE YOURSELF
"I am (your name) of (section), your student in (subject)."
NOTE: YOUR TEACHER IS HANDLING MORE THAN 50 STUDENTS, HE OR SHE MIGHT NOT RECOGNIZE YOU ESPECIALLY IF YOU ARE USING A DIFFERENT NAME ON FACEBOOK.

3. STATE THE PURPOSE OF YOUR MESSAGE
"I would like to ask a question regarding..."
"I was informed by my classmate that..."

4. ASK FOR CLARIFICATIONS
"May I ask if..."
"May I confirm if you have received..."

5. END THE CONVERSATION WITH GRATITUDE
"Thank you for answering my question, Ma'am/Sir."
DO NOT JUST LEAVE YOUR TEACHER ON SEEN AFTER HE/SHE ANSWERED YOUR QUESTIONS.

BASIC EDUCATION

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