

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: PERSONNEL MANAGEMENT AND HUMAN RELATIONS

Code No.: BUS 103-4

Program: HOTEL & RESTAURANT MANAGEMENT II

Semester: _____

Date: SEPTEMBER 1985

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New: _____

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APPROVED:


Chairperson

85-05-29
Date

HOTEL & RESTAURANT MANAGEMENT II
PERSONNEL MANAGEMENT & HUMAN RELATIONS

BUS 103-4

Course Name

Course Number

HOURS: 4 weekly

TEXTBOOK:

"Supervision in Action"; by Claude S. George, Prentice-Hall

REFERENCE:

Customer Contact - Dehmak Series
Massey Tapes - "What You Are"

OBJECTIVES:

- 1) To explore the problems faced by the supervisor and the executive in managing the human element in the hospitality field,
- 2) Develop an understanding of the social and psychological factors which influence any employee-employer-guest relationship,
- 3) Help the student to develop a philosophy for the study of the nature of human behaviour so that a proper basic framework may be constructed for employee supervision,
- 4) Develop an ability to analyze conditions which influence personnel management procedures which are dictated by the parameters practiced by hospitality organizations.

TOPICS TO BE COVERED:

- 1) Massey Tapes - Identity of Human Values
Customer Contact - Why people behave the way they do?
- 2) The Challenge of Supervision
 - a) Types
 - b) Time
 - c) Communications

- 3) People Problems
 - a) Motivation
 - b) Human Relations
 - c) Morale
 - d) Unions and Public Policy
 - e) Discipline and Grievances

- 4) Supervisory Skills
 - a) Solving Problems and Making Decisions
 - b) Plan and Leading Meetings
 - c) Special Employees
 - d) Management Planning
 - e) Management by Objectives

- 5) Getting the Job Done!
 - a) Organization
 - b) Personnel Department
 - c) Interviewing, Orienting, Training
 - d) Performance Evaluation
 - e) Simplify Work - Increase Production
 - f) How to Measure Work
 - g) Buying New Equipment or Not

METHOD OF INSTRUCTION:

The use of films, lectures and group discussions, and case studies supplements the theoretical text's views.

ATTENDANCE:

As the evaluation will be geared to the personal application of these techniques in the managing and supervising of the Gallery staff, your presence is necessary for grading purposes.

EVALUATION:

Direct application of the theory to the practical supervision and communication in the Gallery operation.

Case assignments in the class, discussion, participation and submission of recommended implementation of solution.

Development of an orientation manual to introduce a candidate to a hospitality organization, its benefits and policies.

Case Assignments:	40%
Gallery Management:	30%
Orientation Manual:	30%

Passing Mark:	60%
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Late submissions will NOT be accepted or marked only in the event of sickness or other major circumstances will exceptions be considered.

AVAILABILITY:

Please check instructor's timetable and should you need help in assignments, projects or class work, please call me.

ROOM E268

EXT. 332