

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Customer Contact - Denmark Series
Massey Tapes - "What You Are . . ."

COURSE OUTLINE

Course Outline: PERSONNEL MANAGEMENT AND HUMAN RELATIONS

Code No.: BUS 103-4

Program: HOTEL & RESTAURANT MANAGEMENT II

Semester: _____

Date: SEPTEMBER 1988

Author: KEITH MAIDENS

New: _____ Revision: _____ X

APPROVED: *Keith Maidens*
Chairperson

Sept 88
Date

PERSONNEL MGMT & HUMAN RELATIONS

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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 behavior 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

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3) People Problems

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

ATTENDANCE:

4) Supervisory Skills

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

EVALUATION:

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

Passing Mark

AVAILABILITY:

METHOD OF INSTRUCTION:

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

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ATTENDANCE:

As assignments are case studies and role-played in class, it is essential the student be present to assess the concepts of each case. Class discussion and involvement in development of cases is worth 20% of final term mark.

EVALUATION:

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	50%
Orientation Manual	30%
Class Participation & Involvement	20%

Passing Mark 60%

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 B114

EXT. 583

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Orientation Manual - Evaluation Consideration

Who are we? Organizational Chart?

What are we?

What We Expect of You?

What you may expect of us?

Company Policies:

- 1) Meals, uniforms, breaks, hours offered, shifts
- 2) Vacation, holidays, week-ends
- 3) Benefits
- 4) Wages - paydays, bonuses, etc. Raises (Overtime Authorization)
- 5) Evaluations, advancement, seniority
- 6) Grievance Method

Training - Orientation - (Where to from here?)

Presentation: Cover, Neatness, Titled

Practical: Spaced - Point form
Language Clear - Negative?
Precise or too "wordy"

Overall:

