

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: SUPERVISION
CODE NO: HMG 23 5-3
SEMESTER: THREE
PROGRAM: HOTEL AND RESTAURANT MANAGEMENT
AUTHOR: L. LITTLE
DATE: SEPTEMBER 1995
PREVIOUS OUTLINE
DATED: SEPTEMBER 1994

New: _____ Revision: X

APPROVED: 
DEON, SCHOOL OF BUSINESS &
HOSPITALITY

DATE

PHILOSOPHY/GOALS

To introduce the student to the role and responsibilities of a supervisor including a basic awareness of the skills, attitudes, and abilities needed to manage people successfully in the hospitality industry.

STUDENT PERFORMANCE OBJECTIVES:

Upon successful completion of this course, the student will be able to:

1. demonstrate an understanding of a supervisor's role in a hospitality operation;
2. describe the major theories of people management and their application in the hospitality industry,
3. outline the skills and personal qualities necessary to be a successful supervisor and member of a management team;
4. demonstrate familiarity with current theories of leadership and draw from them in developing a personal leadership style:
5. relate the role and importance of good communication in directing people and discuss strategies for overcoming obstacles;
6. demonstrate an understanding of the realities of motivating people and how to build a positive work climate;
7. discuss techniques for job analysis and its relationship to building performance standards and developing job expectations;
8. define the supervisor's role in recruitment, selection, and human resource planning and procedures for the discipline and termination of employees;
9. discuss the procedures for effectively orienting new employees; the importance of incorporating basic learning principles in training programs, and the role of the supervisor in training;
10. relate performance standards to the performance review process; outline basic procedures for developing and implementing performance reviews and identifying common problems;
11. summarize types and potential sources of conflict and methods for conflict resolution;
12. provide an overview of labour laws and their application in the hospitality industry;

13. discuss the planning, organization, controlling, and delegating functions associated with a supervisory job;
14. demonstrate an understanding of the various sales, volume, profit reports (statements) associated with typical supervisory positions.

TOPICS TO BE COVERED

Topics will be covered according to the following schedule. More specific learning objectives will be identified with each topic as the course proceeds.

WEEK	SUBJECT	REQUIRED READING
1 & 2	Supervision The Supervisor as Manager	Chapter 1
3	Leadership	Chapter 2
4	Communication	Chapter 3
5	Review and TEST #1	
6	Creating a Positive Work Environment	Chapter 4
7	Developing Job Expectations	Chapter 5
8	Recruitment and Selection	Chapter 6
9	Orientation and Training	Chapter 7
10	Review and TEST #2	
11 & 12	Performance Evaluation and Discipline	Chapters 8, 9
13 & 14	Planning, Organizing, Controlling, and Delegating	Chapters 10,12
15	Problem Solving and Decision Making	Chapter 11
16	Review and TEST #3	

REQUIRED RESOURCES:

Supervision In The Hospitality Industry. 2nd EDITION, Jack Miller, Mary Porter, Karen Eich Drummond. John Wiley & Sons, Publishers.

OTHER RESOURCES

Hospitality and Business Periodicals available in the Sault College Library

METHOD OF ASSESSMENT:

Students will be evaluated on the following basis:

3 tests (3 x 20)	60%
quizzes, assignments	30%
attendance/participation	10%
	100%

The test dates will be announced at least one week in advance. Quizzes may or may not be announced. Assignments will be distributed early in the semester.

If a student is unable to write a test because of illness or a legitimate emergency, that student must contact the professor BEFORE the test and provide an explanation which is acceptable to the professor. Medical certificates or other appropriate proof may be required. In cases where the student does not contact the professor, the student will receive a mark of zero.

The final grade will be based on the following scale:

A+	90 - 100%
A	80 - 89%
B	70 - 79%
C	60 - 69%
R	Below 59%

Notes to Students:

In order to successfully complete the course, a student must:

- a. Write all three tests.
- b. Successfully complete 2 of the 3 tests.
- c. Have an overall grade of 60% on semester work (quizzes and assignments).
- d. Attendance and participation are important for participants' success.

The instructor reserves the right to modify the course as s/he deems necessary to meet the needs of the student(s).