

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

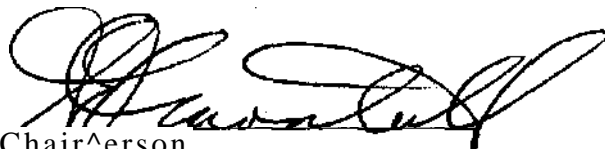
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: MANAGEMENT TECHNIQUES FOR HOTELS & FOOD & BEVERAGE MGMT.
CODE NO. EMG 212-5
PROGRAM: HOTEL & RESTAURANT MGMT. & FOOD & BEVERAGE MGMT.
SEMESTER: IV
DATE: September, 1984
AUTHOR: KEITH MAIDENS, MCHI

New: Revision X

APPROVED:


^^Chair^erson

Date

TEXT: "Supervision in Action" by Claude S. George

OBJECTIVE:

Through readings, cases, and practical assignments, the student will familiarize him/herself with current management problems experienced in the hotel and restaurant industry.

METHOD:

- (1) Analysis of cases, discussion questions, and students' suggested solutions to problem cases and their effects.
- (2) Students will be required to sell, organize and supervise one private banquet function based on previous semester (Function Organization) learned systems.
- (3) Student will select, organize and supervise an appropriate theme night using sales and motivational tools through previous semesters' activities.

TOPICS:

Part I The Challenge of Supervision;

- A) Using Time Wisely
- B) The Big Job Communications

PART II People Problems:

- A) Discipline and Grievances
- B) Motivation & Morale
- C) You, Unions and Public Policy

PART III - Supervisory Skills:

- A) Solving Problems and Making Decisions
- B) Planning Tools for Better Management

PART IV - Getting The Job Done:

- A) The Basis of Authority - Organization
- B) Work Simplification and Increased Production
- C) How is Work Measured
- D) New Technology & Equipment vs. Current Techniques

EVALUATION:

AJ Students will be graded on their cases based on:

- (1) Research
- (2) Presentation
- (3) Solution and Implementation

B) Gallery Banquet Sales

C) Gallery Theme Night

Ongoing Gallery management competence according to Manual and job description

Cases:	40%
Gallery Management	40%
Theme & Banquet	20%