

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

COURSE OUTLINE

COURSE TITLE: PERSONNEL MANAGEMENT & HUMAN RELATIONS
CODE NO.: HMG230-3 SEMESTER: THREE
PROGRAM: HOTEL & RESTAURANT MANAGEMENT II
AUTHOR: KEITH MAIDENS
DATE: SEPTEMBER, 1990
PREVIOUS OUTLINE DATED; SEPTEMBER, 1989

New: X Revision:

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DEAN, SCHOOL OF BUSINESS &
HOSPITALITY

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PERSONNEL MGMT. & HUMAN RELATIONS

HMG230-3

COURSE NAME

COURSE CODE

TEXTBOOK; "Supervision in the Hospitality Industry", Daschler and Ninemeier

"Student Manual" for above

REFERENCE: "Customer Contact", Dehmar Series

AUDIO VISUAL: (1) Massey Tapes - "What You Are..."
(2) Training the Trainer - Group Presentation
(3) Training the Trainer - One-on-One Coaching

COURSE DESCRIPTION:

Prepares the student for the transition from employee to supervisor, including how to handle difficult employees, implement motivational techniques, and conduct performance evaluations.

SESSIONAL OBJECTIVES:

Upon successful completion, the student will be able to:

1. Describe the general process of management and interpret how the planning, organizing, coordination, staffing, directing, controlling, and evaluating of functions help achieve organizational goals.
2. Outline supervisor's role in decision making, problem solving, and delegating.
3. Explain the supervisor's significance in the organization and discuss the importance of human relations.
4. Apply work analysis principles to common situations in the Hospitality industry.
5. Summarize leadership styles, when they should or should not be used and describe the relationship between job performance, power and leadership styles.
6. Explain the necessity of change, procedures in implementation and overcoming resistance to change.
7. Define the supervisor's role in recruitment, selection, and planning for human resource needs, and describe the procedures for termination.

8. Describe procedures for effectively orientating new employees, incorporate basic learning principles in training programs, and understand the importance of evaluating training, coaching and counselling.
9. Relate performance standards to Performance Review process, outline basic procedures for developing and implementing Performance Reviews and identifying common problems.
10. Discuss the concept of discipline, positive and negative activities, including how to identify reasons for discipline problems and factors that affect the usefulness of rules and regulations.
11. Summarize types and sources of conflict and explain how to generate, reduce and resolve conflict.
12. Describe principles of wage and salary administration, including procedures to determine wage/salary increases.
13. Identify barriers to effective communication, how they may be overcome, and review the basics of speaking, writing, and listening, noting the importance of non-verbal communication.
14. Apply motivational techniques and strategies, analyze motivational problems, develop an awareness of attitudes, and discuss procedures for attempting modification of these.
15. Describe the group development process, formal and informal, and outline techniques for developing and implementing employee participation programs.
16. Provide an overview of labour control program, indicating role quality standards play in developing productivity requirements, and explain in detail how performing standards are developed.
17. Construct a staffing guide, forecast business volume, and suggest methods of controlling overtime and assessing actual labor hours.
18. Define the process of career management and its importance.
19. Outline special concerns in career management decisions, build a framework for planning one's professional future.

METHODS USED:

- case studies, text, films, and practical application of theoretical knowledge in Gallery management will all be part of the learning experience.

EVALUATION;

The evaluation in this course outline supersedes all others indicated in the Student's Manual which are standards of the Educational Institute of the AH and MA and in no way are relevant to the successful completion of your course at Sault College.

The student must complete 16 basis self-scoring quizzes, four basic progress tests and a comprehensive final examination.

Participation and discussion of case studies assigned are a prime method of instruction, therefore, attendance will be considered as part of the marking.

Periodic case studies and assignment at the instructor's discretion may be given and **must be turned in on due date in order to be marked.**

Class Participation	10%
Cases & Assignments	40%
Final Examination	50%

Pass 60%

Please check timetable of instructor to identify times available for private or individualized help.

ROOM B114

EXTENSION 583