

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE
SAULT STE. MARIE, ONTARIO, CANADA

COURSE OUTLINE

COURSE TITLE: SUPERVISION

CODE NO. HMG 235 SEMESTER: 3

PROGRAM: HOTEL AND RESTAURANT MANAGEMENT

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DATE: 1997 05 12 PREVIOUS OUTLINE DATED: 1996 09

APPROVED:

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DEAN, SCHOOL OF BUSINESS
& HOSPITALITY

DATE

TOTAL CREDITS: 3

PREREQUISITES: NONE

LENGTH OF COURSE: 3 HRS./WK. TOTAL CREDIT HOURS: 45

I. COURSE DESCRIPTION:

This course will introduce the student to the role and responsibilities of a supervisor as well as application of the appropriate skills, attitudes, and abilities needed to manage people successfully in the hospitality industry.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course the student will demonstrate the ability to:

- 1) Apply human resources and leadership knowledge and skills..

Potential elements of the performance:

- * apply leadership and supervisory techniques in hospitality settings
- * describe and discuss the four management theories
- * determine the managerial skills essential to successful management
- * examine the paradigm shift from Scientific Management to Total Quality Management (T.Q.M.)

- 2) Identify the important elements of effective communication.

Potential elements of the performance:

- * use effective verbal and nonverbal communications with diverse audiences
- * identify and discuss obstacles to good communication
- * discuss the ten roadblocks to active listening

- 3) Apply human resources and leadership knowledge and skills to enhance performance as an employee and team member, and to contribute to the management of a hospitality enterprise.

Potential elements of the performance:

*apply knowledge of the organization of a hospitality enterprise to interact appropriately with coworkers and to anticipate and effectively respond to guest needs

*organize and conduct a meeting with an agenda and time frames

* create job descriptions for the hospitality industry

identify unique characteristics of management techniques for a service industry and assess the application of management principles in a variety of hospitality environments

* assess strategies for promoting positive management/employee relations, including methods of performance assessment and constructive approaches to corrective action

*assess human resources procedures for the management of recruitment, selection, hiring, and dismissal of employees

- 4) Perform effectively as a member of a hospitality work team.

Potential elements of the performance:

* discuss the importance of liaising with other members of the organization to assist in the planning and organization of functions and services

* outline strategies for monitoring and controlling costs

- 5) Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

Potential elements of the performance:

*solicit and use constructive feedback in the evaluation of her/his knowledge and skills

identify various methods of increasing professional knowledge and skills

*apply principles of time management and meet deadlines

*recognize the importance of the guest, the server-guest relationship, and the principles of good service

III. TOPICS

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

TOPIC	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 Culture	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	Chapter 8, 9
13 & 14	Planning, Organizing, Controlling, and Delegating	Chapter 10, 12
15	Problem Solving and Decision Making	Chapter 11
16	Review and TEST # 3	

REQUIRED RESOURCES/TEXTS/MATERIALS:

Miller, Porter, Drummond, Supervision in the Hospitality Industry. 2nd ed.
John Wiley & Sons, Inc., Toronto, 1992.

V. EVALUATION PROCESS/GRADING SYSTEM

FINAL GRADE REPORTING

- A 4- 90% - 100% Consistently outstanding
- A 80% - 89% Outstanding Achievement
- B 70% - 79% Consistently Above Average
- C 60% - 69% Satisfactory
- R Below 60% Repeat - objectives have not been met
- CR Credit exemption
- X A temporary grade, limited to extenuating circumstances, given to student additional time to complete course requirements

NOTE: Students may be assigned an 'R' grade early in the course for unsatisfactory performance.

EVALUATION

Tests	60%
Assignments	40%
Total	100%

GUIDELINES RE GRADING:

ASSIGNMENTS:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be typed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor prior to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

VI. SPECIAL NOTES

Dress Code

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom.

Special Needs

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.

Plagiarism

Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities." Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.

Retention of Course Outlines

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Substitute course information: available at Registrar's Office.

The professor reserves the right to modify the course as deemed necessary-