Course Code: Title	HOS201: MANAGING HUMAN RESOURCES
Program Number: Name	2078: CULINARY MANAGEMENT
Department:	CULINARY/HOSPITALITY
Semesters/Terms:	18F
Course Description:	This course will provide students with a basic foundation of human resource knowledge and skills to successfully manage people in an entry-level management position. The students will examine theories and functions of management to determine the essential skills they need to develop in order to be successful in their careers. The instructor will place particular emphasis on developing student interpersonal, teamwork and diplomacy skills. Further emphasis is placed on the importance of policies, procedures, and standardization.
Total Credits:	4
Hours/Week:	3
Total Hours:	45
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	HMG235, OEL612
This course is a pre-requisite for:	RES240
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2078 - CULINARY MANAGEMENT** VLO 4 ensure the safe operation of the kitchen and all aspects of food preparation to promote healthy work spaces, responsible kitchen management and efficient use of resources. VLO 9 perform effectively as a member of a food and beverage preparation and service team and contribute to the success of a food-service operation by applying self-management and interpersonal skills. VLO 10 develop strategies for continuous personal and professional learning to ensure currency with and responsiveness to emerging culinary techniques, regulations, and practices in the food service industry. VLO 12 contribute to the business management of a variety of food and beverage operations to foster an engaging work environment that reflects service excellence.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 4 Apply a systematic approach to solve problems. EES 5 Use a variety of thinking skills to anticipate and solve problems.

	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
	EES 10 Manage the use of time and other resources to complete projects.
	EES 11 Take responsibility for ones own actions, decisions, and consequences.
General Education Themes:	Social and Cultural Understanding Personal Understanding
Course Evaluation:	Passing Grade: 50%, D
Books and Required Resources:	Supervision in Canada Today by Robbins, Steven et al. Publisher: Prentice-Hall Edition: 4 ISBN: 9781256914303

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Discuss the role of the supervisor.	1.1 Explain the difficult transition from employee to supervisor. 1.2 Identify the competencies of a manager. 1.3 Discuss the supervisory challenges of the 21st century.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
2. Explain the primary functions of management.	2.1 Review the main theories of management. 2.2 Identify various methods of management planning. 2.3 Describe specific ways to become an effective time manager. 2.4 Discuss the importance of goal setting. 2.5 List the important aspects when designing and implementing controls in the workplace. 2.6 Discuss the importance if planning and organizing using SOPs. Apply the tools, styles and ethics involved in the decision-making process.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Explain how to organize, hire staff and develop employees.	3.1 List and explain the basic organizing concepts. 3.2 Describe how to group employees, organize jobs, and empower employees through delegation. 3.3 Demonstrate the importance of teamwork through the completion of group activities in class. 3.4 Identify and discuss management concerns when recruiting, selecting and hiring staff. 3.5 Determine the purpose of the performance appraisal. 3.6 Identify the issues managers must address when conducting staff performance appraisals.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
4. Explain how to motivate	4.1 Discuss contemporary theories of motivation.

employees and provide effective leadership.	4.2 Assess the challenges of applying motivational concepts in the workplace. 4.3 Provide a definition of leadership. 4.4 Identify and apply the behaviours of an effective leader.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
5. Communicate effectively with diverse audiences.	5.1 Discuss important issues that are relevant to the hospitality and tourism environment. 5.2 Apply the skills of effective communication using oral, written, electronic and non-verbal methods. 5.3 Practice the skill of active listening. 5.4 Identify and discuss the issue of managing cultural diversity in the workplace. 5.5 Identify how group dynamics can change when dealing with diverse audiences and discuss how to change communication to benefit all involved.
Course Outcome 6	**Learning Objectives for Course Outcome 6**
6. Discuss and explain the principles of conflict management.	6.1 Define and determine the sources of conflict in the workplace. 6.2 List and explain the techniques used to manage conflict. 6.3 Explain organizational politics and the political landscape of a business. 6.4 Identify the important skill of negotiating as a manager. 6.5 Employ skills in diplomacy in and outside of the classroom. 6.6 Explain how to manage change and stress in the workplace. 6.7 Identify the management skills needed to effectively discipline employees. 6.8 Determine the manager`s role in employee relations. 6.9 Identify strategies to deal with personal stress especially when dealing with time lines.
Course Outcome 7	**Learning Objectives for Course Outcome 7**
7. Identify the beginnings of a personal management style.	7.1 Discuss the importance of a manager maintaining a positive attitude on a daily basis. 7.2 Identify your personality strengths and weaknesses when dealing with your peers, friends and co-workers through the completion of class activities. 7.3 Role-model the attributes of a successful manager in, and outside of the classroom, and as managers in Willow Teaching Restaurant. 7.4 Assess workplace and other social situations in which humour can be effectively used by managers.
Course Outcome 8	**Learning Objectives for Course Outcome 8**
8. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.	8.1 Solicit and use constructive feedback in the evaluation of his/her knowledge and skills. 8.2 Identify various methods of increasing professional knowledge and skills. 8.3 Apply principles of time management and meet deadlines. 8.4 Recognize the importance of the guest, the server-guest relationship, and the principles of good service.

Evaluation Process and

	Evaluation Type	Evaluation Weight	Course Outcome Assessed
Grading System:	Attendance/Participation/Professionalism	10%	7
	Exam 1	23%	1,2
	Exam 2	23%	4,5,6
	Exam 3	24%	7,8
	Projects	20%	3,6

Date:	June 25, 2018
	Please refer to the course outline addendum on the Learning Management System for further information.