

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: TRAINING AND DEVELOPMENT

CODE NO.: RES 240 **SEMESTER:** 4

PROGRAM: HOSPITALITY MANAGEMENT – HOTEL AND RESORT

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DATE: 05/08 **PREVIOUS OUTLINE DATED:** 12/07

APPROVED: “Penny Perrier”

	_____	_____
	CHAIR	DATE
TOTAL CREDITS:	4	
PREREQUISITE(S):	HOS201	
HOURS/WEEK:	3	

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I. COURSE DESCRIPTION:

The resort industry requires first-level supervisors who have the potential to satisfy the needs of a demanding industry. This course meets one of the greatest needs, a supervisor who possesses the skill sets to train people. Training is critical to any business but particularly the hotel and resort environment because of its fluctuating staff requirements. This course will provide students with the opportunity to develop training skills that will add to their professional portfolio as managers 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. Demonstrate an understanding of the principles of adult education.

Potential Elements of the Performance:

- Complete an assessment of your own learning style
- Identify and explain the 10 principles of adult learning

This learning outcome will constitute approximately 5% of the final mark.

2. Identify and explain the format for a standard training module.

Potential Elements of the Performance:

- Explain the importance of determining the learning outcomes for the training module through completion of a needs analysis and topic analysis
- Discuss the importance of sequencing topics and resource material
- Explain the role of the trainer (facilitator)
- Identify and explain the standard teaching strategies; lecture, group discussions, individual exercises, demonstrations, questions and answers, circle response, role plays, simulation, case studies, presentations, icebreakers, brainstorming, guest speakers and field trips
- Identify methods of encouraging participation
- Outline the methods used to evaluate the training session

This learning outcome will constitute approximately 15% of the final mark.

3. Identify the main areas of training for a luxury resort property.

Potential Elements of the Performance:

- Research one training program of a reputable hotel or resort property
- Identify the main training topics
- Explain some of the specific skills that staff develop in these training sessions
- Discuss the importance of training in the resort sector

This learning outcome will constitute approximately 5% of the final mark.

4. Develop a training module for a specific area of resort operations.

Potential Elements of the Performance:

- Select one training topic
- Follow the standardized training format
- Develop a training module on the chosen topic using your knowledge of curriculum development and delivery
- Utilize Microsoft Office Power Point software in your training module
- Assist in the design of a questionnaire to capture student feedback

This learning outcome will constitute approximately 30% of the final mark.

5. Plan, organize and run a small training workshop.

Potential Elements of the Performance:

- Determine the date, time and room for the training session
- Prepare training material for your participants
- Set up your training room in advance
- Run your training workshop
- Have each student complete the peer evaluation form in order to evaluate the workshop from a customer perspective

- Conduct a post-meeting review to evaluate the success of the training workshop
- Complete a self evaluation form

This learning outcome will constitute approximately 20% of the final mark.

6. Apply human resources, management 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 principles of group dynamics to team work and team building
- Organize and conduct a meeting with agenda and time frames
- Participate in the development of job descriptions and task lists for the hospitality industry
- Create and revise policies and procedures to maintain and improve standards (The Gallery Management Procedures Manual)
- Contribute to the development of an orientation outline and apply basic staff training techniques
- Recognize the importance of staff empowerment to the effective operation of a hospitality enterprise

This learning outcome will constitute approximately 10% of the final mark.

7. Apply basic cost control, basic revenue management, and other basic financial knowledge and skills to the operation of a hospitality enterprise.

Potential Elements of the Performance:

- Use current technology and software to record and compile financial information
- Participate in the training on the management functions of the Gallery restaurant Silverware point of sale system
- Create and alter menu items, menu item modifiers, prices, taxes and touch screen layout on the point of sale system
- Use and alter the touch screen floor plan on the point of sale system
- Perform cashiering duties, prepare point of sale reports, prepare cash reports, and reconcile cash

- Apply mathematical skills to make accurate calculations and to verify the accuracy of calculations

This learning outcome will constitute approximately 10% of the final mark.

8. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the resort environment.

Potential Elements of the Performance:

- Solicit and use constructive feedback in the evaluation of his/her 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

This learning outcome will constitute approximately 5% of the final mark.

III. TOPICS:

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.

- Principles of adult education
- Research professional training organizations
- Research training programs in the hospitality sector
- Organization, planning and presentation skills
- Public speaking and facilitation
- Training module formats
- Occupation-specific training modules
- Conducting a training workshop
- Methods of evaluation
- Develop and revise policies and procedures to maintain industry standards
- Point-of-sale training – server and management functions
- Prepare cash reports and reconcile cash

V. EVALUATION PROCESS/GRADING SYSTEM:

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 - 59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.	
W	Student has withdrawn from the course without academic penalty.	

Professor's Evaluation

Tests	15%
Projects/Training Modules/Assignments	65%
Student Professionalism (attendance, dress code, conduct)	20%
Total	100%

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 word processed, 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 (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

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 postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *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/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.