

I. COURSE DESCRIPTION:

This course will provide students with a basic foundation of supervisory and team building skills to successfully manage people in an entry-level hospitality management position. The student will examine various 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.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Identify and explain team building skills

Potential Elements of the Performance:

- Apply principles of group dynamics to team work and team building
- Work with minimum supervision

2. Identify and explain the primary functions of management.

Potential Elements of the Performance:

- Explain the importance of a positive work culture
- Outline management approaches to problem solving and decision making
- Outline the basic organizing concepts
- Explain the methods of delegation
- Explain and apply the main principles of effective communication

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:

- 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
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- Recognize the importance of dealing with diversity within the tourism industry

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 a hospitality organization to assist in the planning and delivery of service functions
- Outline strategies for monitoring and controlling costs
- Apply leadership and supervisory techniques to different hospitality scenarios
- Relate the role within a hospitality enterprise to the structure of the organization, its decision making process and the roles of co-workers

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 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

6. Comply with current employment and human rights legislation

Potential Elements of the Performance:

- Understand the Canadian Human Rights Act and its affects in the workplace
- Understand the Ontario Human Rights Code and its affects in the workplace

- Understand the Ontario Employment Standards Act and its affects in the workplace

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.

- Being a leader in the hospitality industry
- Guidelines for the new supervisor
- Working with and developing your team
- People, the key to productivity and profit
- Building relationships
- Creating a productive work climate
- Helping your staff become a team
- Keeping turnover from being a problem
- Paying your team
- Delegation: sharing the workload
- Teaching others what you know
- Evaluating performance
- Organization and planning
- Setting priorities
- Being a problem solver
- Change and your opportunity for growth

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Goodwin, C., Squire, A., Chapman, E. (2005) The Hospitality Supervisor's Survival Kit. Prentice Hall: NJ

V. EVALUATION PROCESS/GRADING SYSTEM:

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

Grade	<u>Definition</u>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00

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D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for certificate requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

Professor's Evaluation

Tests (3 tests worth 24% each)	72%
Projects/Assignments	20%
Student Professionalism (Dress code, attendance, conduct)	<u>8%</u>
Total	100%

VI. SPECIAL NOTES:Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. ***It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.***

Dress Code:

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom. For further details, please read the Hospitality Centre dress code.

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 and agreed to by the professor in advance.

Testing Absence:

If a student is unable to write a test for medical reasons on the date assigned, the following procedure is required:

- In the event of an emergency on the day of the test, the student may require documentation to support the absence and must telephone the College to identify the absence. The college has a 24 hour electronic voice mail system (759-2554) Ext. 2600.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the test with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- All decisions regarding whether tests shall be re-scheduled will be at the discretion of 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.
- The student is responsible to make arrangements, immediately upon their return to the College with their course Professor in order to make-up the missed test.

VII. COURSE OUTLINE ADDENDUM;

The provisions contained in the addendum are located on the portal form part of this course outline.