

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

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Course Outline: / MANAGEMENT TECHNIQUES FOR HOTELS & FOOD & BEVERAGE K

Code No.: HMG 212-5

Program: HOTEL & RESTAURANT MANAGEMENT

Semester:

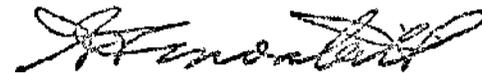
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MANAGEMENT TECHNIQUES FOR HOTELS
AND FOOD & BEVERAGE MANAGEMENT

HMG 212-5

Course Name

Course Number

TEXT: "Supervisor's Survival Kit and Exercise Guide for Hospitality Industry"; Elwood Chapman - SRA - Willowdale

OBJECTIVE:

Through readings, mini games and cases the student will theorize the problems of Supervision and Management in the Hospitality Industry,

METHOD:

- (1) In classroom discussion, cases and solutions and their effects will be contemplated.
- (2) Delegated the responsibility of a section of the Gallery operation, the student should apply the planning, organizing and problem solving required of a mid-management or on-line supervisor.
- (3) Student will select, plan, organize, and promote an appropriate theme night. The ability to motivate others and obtain total participation in the event through use of leadership skills will be an objective.

TOPICS

- 1) Supervision - Is it for me?
- 2) Successful Supervision/Communications
- 3) Supervisors are Instructors
- 4) Appraisal
- 5) Productivity vs Contribution - "BIG BEEF"
- 6) Cost of Stock-Out vs Cost of Overage - "Bavarian Delights"
- 7) Self Management - Goals-Priority-Tirae
- Discussions, Decisions, Decisions
- 8) Where Do I Go From Here:
 - Mistakes
 - Opportunity
 - Upward Mobility
 - Leadership in Your Style

EVALUATION

- I. Students will be graded on their cases -
 - a) Research
 - b) Presentation

c) Solution and Implementation

- II. Gallery supervision and completion of their assigned responsibilities. The use of Personnel Management Skills and knowledge of the respective positions as described in Operations Manual.
- III. Gallery Theme Night - see evaluation sheet of assigned duties

Cases	40%
Gallery	30%
Theme	30%

Pass :