

SAULT COLLEGE OF APPLIED ARTS S TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: PERSONNEL MANAGEMENT
Code No*: HMG 230
Program: HOTEL & RESTAURANT MANAGEMENT II
Semester:
Date: SEPTEMBER 1985
Author: KEITH MAIDENS, MCHI

New:

Revision:

X

APPROVED:

Chairperson

Date (Jap* **

PERSONNEL MANAGEMENT

HMG 230

Course Name

Course Number

HOURS: 3 weekly

TEXTBOOK;

"Supervision in Action"; by Claude S. George, Prentice-Hall

REFERENCE:

Customer Contact - Dehmak Series
Massey Tapes - "What You Are"

OBJECTIVES:

- 1) To explore the problems faced by the supervisor and the executive in managing the human element in the hospitality field,
- 2) Develop an understanding of the social and psychological factors which influence any employee-employer-guest relationship,
- 3) Help the student to develop a philosophy for the study of the nature of human behaviour so that a proper basic framework may be constructed for employee supervision,
- 4) Develop an ability to analyze conditions which influence personnel management procedures which are dictated by the parameters practiced by hospitality organizations.

TOPICS TO BE COVERED:

- 1) Massey Tapes - Identity of Human Values
Customer Contact - Why people behave the way they do?
- 2) The Challenge of Supervision
 - a) Types
 - b) Time
 - c) Communications

- 3) People Problems
 - a) **Motivation**
 - b) **Human Relations**
 - c) **Morale**
 - d) Unions and Public Policy
 - e) Discipline and Grievances

- 4) Supervisory Skills
 - a) Solving Problems and Making Decisions
 - b) Plan and Leading Meetings
 - c) Special Employees
 - d) Management Planning
 - e) Management by Objectives

- 5) Getting the Job Done
 - a) Organization
 - b) Personnel Department
 - c) Interviewing, Orienting, Training
 - d) Performance Evaluation
 - e) Simplify Work - Increase Production
 - f) How to Measure Work
 - g) Buying New Equipment or Not

METHOD OF INSTRUCTION:

The use of films, lectures and group discussions, and case studies supplements the theoretical text's views.

ATTENDANCE;

As the evaluation will be geared to the personal application of these techniques in the managing and supervising of the Gallery staff, your presence is necessary for grading purposes.

EVALUATION:

Case assignments in the class, discussion, participation and submission of recommended implementation of solution.

Development of an orientation manual to introduce a candidate to a hospitality organization, its benefits and policies.

Case Assignments:	40%
Orientation Project:	40%
Class Participation:	20%

Passing Mark:	60%
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Late submissions will NOT be accepted or marked only in the event of sickness or other major circumstances will exceptions be considered.

AVAILABILITY;

Please check instructor's timetable and should you need help in assignments, projects or class work, please call me -

ROOM E268

EXT. 332