

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

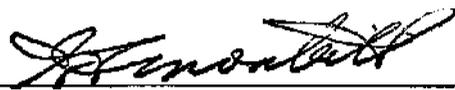
Course Outline: PERSONNEL MANAGEMENT AND HUMAN RELATIONS
Code No.: HMG230-3
Program: HOTEL & RESTAURANT MANAGEMENT II
Semester: III
Date: SEPTEMBER 1989
Author: KEITH MAIDENS

New:

Revision:

X

APPROVED:


Ctfairperson


Date **ai**

HOURS: 4 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 behavior 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:

MODULE ONE; - MASSEY TAPES

In this module, after viewing tapes and films, the values of various age groups are discussed as they relate to the supervisor's position in motivating and maintaining morale.

Objectives;

The student will, from viewing films:

- discuss the implications that personal experience, depending on age, environment and cultural up-bringing has on the individual
- discuss the various methods of identifying the "life position" chosen by an individual
- describe the means of establishing meaningful conversation and production from individuals in various situations depending on their values and "life position"

MODULE TWOS - CHAPTERS 1-4

In this module, the supervisory position is discussed as it relates to the individual, the group he/she supervises, the time factor and the importance of communications in supervision.

Objectives;

Upon completion of Module Two, the student will be able to:

- list the skills, talents and functions of a supervisor
- list the four types of leaders
- identify the qualities and importance of leadership
- identify the importance of time management, delegation, and computers in better use of time
- list the causes for communication breakdown
- list types of communication and their best use
- identify the importance of the supervisor in the communications channel

MODULE THREES - CHAPTERS 5,6,7,8, & 9

This module covers various areas of people problems, their cause and possible solutions. Motivation, morale, discipline and grievance settlement are discussed.

Objectives;

Upon completion of Module Three, the student will be able to:

- identify basic job needs and the supervisor's characteristics which motivate best
- identify and rate himself/herself on a human relations scale
- know how employees should be treated
- measure morale among staff
- build up staff morale
- identify why unions attract people
- know how unions operate in collective bargaining
- identify the supervisor's relationship with unions
- list the steps taken to promote self discipline
- list the types of disciplinary actions
- handle complaints and grievances

MODULE FOUR; - CHAPTER 10,11,13, & 14

In this module, skills of a supervisor are discussed as well as methods of organization and delegation.

Objectives;

Upon completion of Module Four, the student will be able to:

- identify and solve problems
- list the practical approach to decision-making and what errors to watch for
- list supervisor's role in meetings
- list need, type and fine points of speaking at meetings
- list steps and tools used in planning
- identify management by objectives, its use and benefits expected

MODULE FIVE; - CHAPTERS 16 & 17

In this module, the functions of a personnel department and how they service the supervisor and his/her staff are discussed.

Objectives;

Upon completion of Module Five, the student will be able to:

- list the functions of the Personnel Department
- list the forms and files maintained in the Personnel Department
- identify the process of recruiting
- describe the method of interviewing
- list the steps in orientation
- list the various types of training methods and, depending on job and personnel, which is most appropriate.

MODULE SIX; - CHAPTERS 18, 19, & 20

In this module, performance evaluation, work simplification, and measuring production are discussed.

Objectives;

Upon completion of Module Six, the student will be able to:

- list types, time, and benefits of performance evaluation
- describe motion studies, process charts and flowcharts
- make a flowchart for a restaurant or kitchen
- describe time standards and their use
- list areas where time standards are used in hotels
- do a time standard on a specific task assigned

METHOD OF INSTRUCTION;

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

ATTENDANCE:

As assignments are case studies and role-played in class, it is essential the student be present to assess the concepts of each case. Class discussion and involvement in development of cases is worth 20% of final term mark.

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	50%
Orientation Manual	30%
Class Participation & Involvement	20%
Passing Mark	60%

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 B114

EXT. 583

PERSONNEL HGMT & HUMAN RELATIONSHMG230-3Orientation Manual - Evaluation ConsiderationWho are we? Organizational Chart?What are we?What We Expect of You?What you may expect of us?Company Policies:

- 1) Meals, uniforms, breaks, hours offered, shifts
- 2) Vacation, holidays, week-ends
- 3) Benefits
- 4) Wages - paydays, bonuses, etc. Raises (Overtime Authorization)
- 5) Evaluations, advancement, seniority
- 6) Grievance Method

Training ^_ Orientation - (Where to from here?)Presentation: Cover, Neatness, TitledPractical: Spaced - Point form
Language Clear - Negative?
Precise or too "wordy"

Overall: