

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE
SAULT STE. MARIE, ONTARIO, CANADA

COURSE OUTLINE

COURSE TITLE: SUPERVISION

CODE NO.: HMG 235 SEMESTER: 3

PROGRAM: HOTEL AND RESTAURANT MANAGEMENT

AUTHOR: DERON B. TETT. B.A.H.. B. ED.

Office: L 140
Phone: 759-2554, ext. 583

DATE: 1996 08 22 PREVIOUS OUTLINE DATED: 1995 09

APPROVED:


DEAN, SCHOOL OF BUSINESS
& HOSPITALITY

,48* < K-2&?f
DATE

TOTAL CREDITS: 3

PREREQUISITES: NONE

LENGTH OF COURSE: 3 HRS./WK. TOTAL CREDIT HOURS: 48

SUPERVISION, HMG 235

I. COURSE DESCRIPTION:

This course will introduce the student to the role and responsibilities of a supervisor as well as application of the appropriate skills, attitudes, and abilities needed to manage people successfully 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) Apply human resources and leadership knowledge and skills..

Potential elements of the performance:

- * apply leadership and supervisory techniques in hospitality settings
- * describe and discuss the four management theories
- * determine the managerial skills essential to successful management
- * examine the paradigm shift from Scientific Management to Total Quality Management (T.Q.M.)

This learning outcome will constitute 25% of the course's grade. (Possible weighting strategy)

- 2) Identify the important elements of effective communication.

Potential elements of the performance:

- * use effective verbal and nonverbal communications with diverse audiences
- * identify and discuss obstacles to good communication
- * discuss the ten roadblocks to active listening

This learning outcome will constitute 25% of the course's grade. (Possible weighting strategy)

SUPERVISION, HMG 235

- 3) Demonstrate the ability to foster a positive work culture.

Potential elements of the performance:

- * 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

This learning outcome will constitute 25% of the course's grade. (Possible weighting strategy)

- 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 the organization to assist in the planning and organization of functions and services
- * outline strategies for monitoring and controlling costs
- * apply principles of time management and meet deadlines

This learning outcome will constitute 25% of the course's grade. (Possible weighting strategy)

SUPERVISION, HMG 235

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.

WEEK	SUBJECT	REQUIRED READING
1 & 2	Supervision The Supervisor as Manager	Chapter 1
3	Leadership	Chapter 2
4	Communication	Chapter 3
5	Review and TEST # 1	
6	Creating a Positive Work Culture	Chapter 4
7	Developing Job Expectations	Chapter 5
8	Recruitment and Selection	Chapter 6
9	Orientation and Training	Chapter 7
10	Review and TEST #2	
11 & 12	Performance Evaluation and Discipline	Chapter 8, 9
13 & 14	Planning, Organizing, Controlling, and Delegating	Chapter 10, 12
15	Problem Solving and Decision Making	Chapter 11
16	Review and TEST # 3	

SUPERVISION, HMG 235

REQUIRED RESOURCES/TEXTS/MATERIALS:

Miller, Porter, Drummond, Supervision in the Hospitality Industry. 2nd ed.
John Wiley & Sons, Inc., Toronto, 1992.

V. **EVALUATION PROCESS/GRADING SYSTEM**

FINAL GRADE REPORTING

A+	90% - 100%	Consistently outstanding
A	80% - 89%	Outstanding Achievement
B	70% - 79%	Consistently Above Average
C	60% - 69%	Satisfactory
R	Below 60%	Repeat - objectives have not been met
CR		Credit exemption
X		A temporary grade, limited to extenuating circumstances, giving a student additional time to complete course requirements

NOTE: Students may be assigned an **'R'** grade early in the course for unsatisfactory performance.

EVALUATION

3 Tests	70%
Assignments	30%
Total	100%

SUPERVISION, HMG 235

GUIDELINES RE GRADING:

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 typed, 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.

SUPERVISION, HMG 235

Special Needs

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.

Plagiarism

Students should refer to the definition of "academic dishonesty" in the "Statement of 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, as may be decided by the professor.

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 post-secondary institutions.

Substitute course information: available at Registrar's Office.

The professor reserves the right to modify the course as deemed necessary.