



# COURSE OUTLINE

## HOS201

1

Prepared: Peter Graf    Approved: Sherri Smith

<b>Course Code: Title</b>	HOS201: MANAGING HUMAN RESOURCES
<b>Program Number: Name</b>	2078: CULINARY MANAGEMENT
<b>Department:</b>	CULINARY/HOSPITALITY
<b>Semester/Term:</b>	17F
<b>Course Description:</b>	<p>This course will provide students with a basic foundation of human resource knowledge and skills to successfully manage people in an entry-level management position. The students will examine 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.</p>
<b>Total Credits:</b>	4
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<b>Substitutes:</b>	HMG235, OEL612
<b>This course is a pre-requisite for:</b>	RES240
<b>Vocational Learning Outcomes (VLO's):</b>  Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#4. ensure the safe operation of the kitchen and all aspects of food preparation to promote healthy work spaces, responsible kitchen management and efficient use of resources.</p> <p>#9. perform effectively as a member of a food and beverage preparation and service team and contribute to the success of a food-service operation by applying self-management and interpersonal skills.</p> <p>#10. develop strategies for continuous personal and professional learning to ensure currency with and responsiveness to emerging culinary techniques, regulations, and practices in the food service industry.</p> <p>#12. contribute to the business management of a variety of food and beverage operations to foster an engaging work environment that reflects service excellence.</p>
<b>Essential Employability Skills (EES):</b>	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p>



# COURSE OUTLINE

## HOS201

2

Prepared: Peter Graf    Approved: Sherri Smith

- #4. Apply a systematic approach to solve problems.
- #5. Use a variety of thinking skills to anticipate and solve problems.
- #6. Locate, select, organize, and document information using appropriate technology and information systems.
- #7. Analyze, evaluate, and apply relevant information from a variety of sources.
- #8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
- #9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- #10. Manage the use of time and other resources to complete projects.
- #11. Take responsibility for ones own actions, decisions, and consequences.

### Course Evaluation:

Passing Grade: 50%, D

### Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Attendance/Participation/Professionalism	10%
Exam 1	23%
Exam 2	23%
Exam 3	24%
Projects	20%

### Books and Required Resources:

Supervision in Canada Today by Robbins, Steven et al.  
Publisher: Prentice-Hall Edition: 4  
ISBN: 9781256914303

### Course Outcomes and Learning Objectives:

#### Course Outcome 1.

Discuss the role of the supervisor.

#### Learning Objectives 1.

- Explain the difficult transition from employee to supervisor
- Identify the competencies of a manager
- Discuss the supervisory challenges of the 21st century

#### Course Outcome 2.



# COURSE OUTLINE

## HOS201

3

Prepared: Peter Graf    Approved: Sherri Smith

Explain the primary functions of management.

### **Learning Objectives 2.**

- Review the main theories of management
- Identify various methods of management planning
- Describe specific ways to become an effective time manager
- Discuss the importance of goal setting
- List the important aspects when designing and implementing controls in the workplace
- Discuss the importance of planning and organizing using SOPs
- Apply the tools, styles and ethics involved in the decision-making process

### **Course Outcome 3.**

Explain how to organize, hire staff and develop employees.

### **Learning Objectives 3.**

- List and explain the basic organizing concepts
- Describe how to group employees, organize jobs, and empower employees through delegation
- Demonstrate the importance of teamwork through the completion of group activities in class
- Identify and discuss management concerns when recruiting, selecting and hiring staff
- Determine the purpose of the performance appraisal
- Identify the issues managers must address when conducting staff performance appraisals

### **Course Outcome 4.**

Explain how to motivate employees and provide effective leadership.

### **Learning Objectives 4.**

- Discuss contemporary theories of motivation
- Assess the challenges of applying motivational concepts in the workplace



# COURSE OUTLINE

## HOS201

4

Prepared: Peter Graf    Approved: Sherri Smith

- Provide a definition of leadership
- Identify and apply the behaviours of an effective leader

### **Course Outcome 5.**

Communicate effectively with diverse audiences.

### **Learning Objectives 5.**

- Discuss important issues that are relevant to the hospitality and tourism environment
- Apply the skills of effective communication using oral, written, electronic and non-verbal methods
- Practice the skill of active listening
- Identify and discuss the issue of managing cultural diversity in the workplace
- Identify how group dynamics can change when dealing with diverse audiences and discuss how to change communication to benefit all involved

### **Course Outcome 6.**

Discuss and explain the principles of conflict management.

### **Learning Objectives 6.**

- Define and determine the sources of conflict in the workplace
- List and explain the techniques used to manage conflict
- Explain organizational politics and the political landscape of a business
- Identify the important skill of negotiating as a manager
- Employ skills in diplomacy in and outside of the classroom
- Explain how to manage change and stress in the workplace
- Identify the management skills needed to effectively discipline employees
- Determine the manager's role in employee relations
- Identify strategies to deal with personal stress especially when dealing with time lines

### **Course Outcome 7.**

Identify the beginnings of a personal management style.





# COURSE OUTLINE

## HOS201

5

Prepared: Peter Graf    Approved: Sherri Smith

### Learning Objectives 7.

- Discuss the importance of a manager maintaining a positive attitude on a daily basis
- Identify your personality strengths and weaknesses when dealing with your peers, friends and co-workers through the completion of class activities
  - Role-model the attributes of a successful manager in, and outside of the classroom, and as managers in Willow Teaching Restaurant
  - Assess workplace and other social situations in which humour can be effectively used by managers

### Course Outcome 8.

Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

### Learning Objectives 8.

- 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

**Date:**

Thursday, August 31, 2017

Please refer to the course outline addendum on the Learning Management System for further information.