

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY  
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: MANAGEMENT TECHNIQUES

Code No.: HMG 24 3

Program: HOTEL & RESTAURANT MGMT ./FOOD & BEVERAGE MGMT.

Semester: IV

Date: \_\_\_\_\_

Author: KEITH MAIDENS

New:

Revision:

X

APPROVED:

  
/Chairperson

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Date

TEXTS    "Supervisor's Survival Kit & Exercise Guide for Hospitality Industry"; Elwood Chapman - SRA - Willowdale

OBJECTIVE:

Through readings, mini games, role playing, and case studies, the student will familiarize himself/herself with the problem of mid-management in Hospitality and their possible solutions.

METHOD:

Readings, role playing, group discussion, and lectures are the main communication form. Case assignments and individual as well as group role playing within some cases are required.

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 - Priorities - Time  
Decisions - Decisions - Decisions
- 8) Where do I go from here?
  - a) Mistakes
  - b) Opportunity
  - c) Upward Mobility
  - d) Concentrate on Weaknesses
  - e) Leadership in your Style

**EVALUATION:**

1) Assigned Cases;

Students will be graded on their:

- a) Research
- b) Presentation
- c) Solution & Implementation

2) Mini Games & Role Playing Cases:

Students will be graded on their:

- a) Preparedness in case history and character identified
- b) Participation in discussion as character portrayed
- c) Group discussion of solution
- d) Ability to conceptualize problems identified and recommend solution to implement

3) As the presence of the student is essential to the cases, attendance will be taken.

**EVALUATION:**

Individual Assigned Cases:	30%
Role Playing Assigned Cases:	30%
Mid & Term Test:	40%

**Passing Mark: 60%**

All assignments to be corrected. Must be submitted on due date.

Please check instructor's schedule and if help is needed, please make the necessary arrangements.