

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: MANAGEMENT TECHNIQUES

CODE NO, HMG243 **SEMESTER:** IV

PROGRAM HOTEL AND RESTAURANT MANAGEMENT

AUTHOR: KEITH MAIDENS

DATE JANUARY, 1991

PREVIOUS OUTLINE DATED: JANUARY, 1990

New

Revision:

APPROVED:
DEAN, SCHOOL OF BUSINESS &
HOSPITALITY

Jns r/lt*
DATE

MANAGEMENT TECHNIQUES

HMG243

COURSE NAME

COURSE CODE

TEXT: "Managing Human Resources in the Hospitality Industry",
by Wheelhouse
"Student Manual" for above

COURSE DESCRIPTION;

This course presents a systematic approach to human resources management in the hospitality industry.

METHOD:

Through readings, lecture and discussion, the current legislature governing labor will be covered. The administration of labour from recruiting, selecting, hiring, training and career planning is covered. Corporate policy and the legal implementation of same from major names in hospitality are discussed.

SESSIONAL OBJECTIVES:

Upon completion of the following objectives, the student will be able

1. Identify labor market forces affecting the service industry and the Hospitality industry in particular.
2. Develop a human resources strategy to create and maintain a positive organizational structure.
3. Manage turnover and selection to meet staffing needs.
4. Interview, evaluate, and hire job applicants.
5. Develop and implement individual group training programs.
6. Describe various approaches to management development.
7. Motivate and communicate with employees,
8. Explain the elements of wage and benefit administration.
9. Discuss the intent of a wide range of employment legislation.
10. Use employee appraisals effectively.

11. Lower costs and liabilities through health and safety programs.
12. Create effective discipline and termination procedures.
13. Identify legal and practical concerns in dealing with unionized and non-unionized employees.
14. Enumerate the responsibilities of the human resources function.

EVALUATION:

All evaluation criteria stated in the Student Manual refer to the Educational Institute and in no way are binding to the criteria for your course at Sault College.

As the format of instruction relies heavily on class discussion of text material, handouts and industry policy samples, attendance and participation will be considered in the final grading.

The student must complete 17 basic self-scoring review quizzes, a series of four progress tests, and a comprehensive final examination.

Class Participation	10%
Progress Tests	30%
Final Exam	60%

AVAILABILITY:

Please check instructor's timetable to identify academic counselling times for individuals needing personal help.