



CLASS NUMBER AND NAME:	HMN145 – SUPERVISION IN THE HOSPITALITY INDUSTRY
TOTAL HOURS/ UNITS:	24 HOURS/2 UNITS
PREREQUISITES:	NONE
TEXTS AND MATERIALS:	<i>Supervision in the Hospitality Industry, American Hotel and Lodging Association, Fifth Edition</i> (ISBN 978-0-86612-405-8)
CLASS DESCRIPTION:	New and aspiring supervisors will find practical advice for dealing effectively with people in a hospitality work environment. Topics include effective communication, orientation and training, managing productivity, coaching, discipline, team building, managing conflict, and professional development. Upon successful completion of the final exam, students will receive a certificate from the American Hotel and Lodging Association.
CLASS OBJECTIVES:	To provide the student with an understanding of the supervisor and the management process. Students will practice effective communication and learn about recruiting, selection of new hires, training, and orientation procedures. This class will expose the student to the tools available to supervisors, time management practices and special supervisory concerns.
CLASS FORMAT OVERVIEW:	This class is a combination of lecture and student participation.
REQUIREMENTS:	Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.
METHOD OF INSTRUCTION:	Each topic will be discussed thoroughly and will be supplemented with written materials. Class work, homework and site inspections will give the student experiential opportunities.

ATTENDANCE:

It is expected that each student will be in class when class begins. Should the student arrive more than five minutes late they should notify the instructor of their presence, it will be up to the instructor to decide if the student has arrived in time to be counted as present- the instructor's decision is final.

80% attendance is mandatory

90% or above is mandatory for those who are in a full program and qualify for the internship

It will be the student's responsibility to learn of any assignments given in class when absent.

TESTING:

A final exam will be given during the six week of the module. All assignments, exercises and exam must be satisfactorily completed with an overall passing grade of 60% or better in order to pass the course. Students who pass the Final Exam with a 70% or higher will earn a certificate from the American Hotel and Lodging Association – Educational Institute. Exam retakes are allowed following the policies set forth by the American Hotel and Lodging Association – Educational Institute. The policy for exam retakes are:

- ❑ Students who score less than 70% on the Final Exam may retake the exam once at no additional charge. Further retakes are available at a charge of \$35.00 payable to the American Hotel and Lodging Association
- ❑ Students must schedule a retake date with the instructor within two weeks of receiving the review for the retake.
- ❑ Students must retake the exam on the scheduled date and time.

LATE TESTING:

A late test will result in a 10% penalty (tests start with a B). All retakes and tests must be rescheduled with the instructor in a timely manner.

GRADING POLICIES:

Complete all assignments with at least 60% accuracy.

The students will participate in a minimum of 90% of in-class group assignments.

The final grade is computed on:

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|---------------------------------|-----|
| 1. Exam | 30% |
| 2. Assignments | 50% |
| 3. Attendance and participation | 20% |

90-100%	A
80-89%	B
70-79%	C
60-69%	D
0-59%	F

ANTICIPATED LEARNING
OUTCOMES:

Upon completing this course, the student will be able to:

1. Demonstrate an understanding of the supervisor and the management process.
2. Demonstrate an understanding of effective communication.
3. Demonstrate an understanding of recruitment and selection procedures.
4. Demonstrate an understanding of orientation and training.
5. Demonstrate an understanding of managing productivity and controlling labor costs.
6. Demonstrate an understanding of evaluating, coaching and discipline.
7. Identify special supervisory concerns.
8. Demonstrate an understanding of supervisory tools including team building, motivation through leadership, and managing conflict.
9. Demonstrate an understanding of time management, managing change and professional development.

Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and 1-4 hour outside of class for each hour of structured lab time.

Tourism, Hospitality and Wine

Supervision in the Hospitality Industry class schedule

Week	Reading Chapters	Internet	Class discussions	Homework
One	1, 2, 3	www.TalentMgt.com www.executivetravelmagazine.com/article/s/a-hotel-general-managers-day	Supervisor & the Management Process Effective Communication Recruitment & Selection	Review Questions Chapter Reviews: 1, 2, 3 Reading Case Study: (See page 24) (See page 97)
Two	4, 5, 6	www.TalentMgt.com www.hotelsmag.com	Training & Orientation Managing Productivity Controlling Labor Costs Evaluating & Coaching	Chapter Reviews: 4, 5, 6 Reading Case Study: (See page 167) (See page 199)
Three	7, 8, 9	www.TalentMgt.com	Discipline Employment Laws Team Building	Chapter Reviews: 7, 8, 9 Reading Case Study: (See page 224) (See page 278)
Four	10, 11, 12	www.TalentMgt.com	Motivation Managing Conflict Time Management	Chapter Reviews: 10, 11, 12 Reading
Five	13, 14	www.TalentMgt.com www.hospitalityupgrade.com	Managing Change Professional Development	Chapter Reviews: 13, 14 Reading (See page 362) (See page 386)
Six		www.TalentMgt.com	Site Visit Final Exam	

Please note, this is just a suggested class schedule. Guest speakers and/or site inspections will be scheduled based on availability and class schedule will be adjusted accordingly.