

CLASS NUMBER AND NAME:	HMN145 – SUPERVISION IN THE HOSPITALITY INDUSTRY
TOTAL HOURS/ UNITS:	24 HOURS/2 UNITS
PREREQUISITES:	NONE
TEXTS AND MATERIALS:	<i>Hospitality Human Resources Management & Supervision</i> 2 nd ed., 0-13-211613-8 Pearson, ManageFirst Program NRAEF-answer sheet: 13:978-0-13-217525-8. Supplemented by materials provided by the Instructor.
CLASS DESCRIPTION:	New and aspiring supervisors will find practical advice for dealing effectively with people in a hospitality work environment. Topics include effective leadership, planning, communications, employee performance, teamwork, scheduling, daily operations, managing meetings, compensation programs, retention and termination of employees in hospitality operations.
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 the supervisory environment in hospitality operations.
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 <u>when class begins</u> . Should the student arrive more than <u>five minutes late</u> 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. <u>80% attendance is mandatory</u> <u>90% or above is mandatory for those who are in a full program and qualify for the internship</u>

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 National Restaurant Association Educational Foundation, ManageFirst program.

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. Demonstrate an understanding of supervisory tools including team building, motivation through leadership, and managing conflict.
8. Demonstrate an understanding of time management, managing change, and professional development.

Supervision in the Hospitality Industry class schedule

Week	Reading Chapters		Class discussions	Homework
One	1 & 2		Managing Human Resources Diversity Ethics Job Tasks Recruitment Screening Job Offers	For each chapter: Application exercise. Review your learning exercise. Topical essay assigned by instructor. All work is due the last class day of the week. Chapter 2: Add Field Project.
Two	3 & 4		Documentation Hiring and Orientation Training Supervisor Roles Transitioning to Supervisor Motivation Basics Team Building Recognition and Incentive Programs	Application exercise. Review your learning exercise. Topical essay assigned by instructor. All work is due the last class day of the week. Chapter 4: Add Field Project
Three	5 & 6		Communication Coaching Conflict Change Management Performance Appraisals Discipline Termination Operating Standards Scheduling Monitoring Quality Communication Logs in Services	Application exercise. Review your learning exercise. Topical essay assigned by instructor. All work is due the last class day of the week.
Four	7 & 8		Professional Development Meetings PDF Methods Succession Plans Legal Issues in the workplace Safe Food Alcoholic Beverages	Application exercise. Review your learning exercise. Topical essay assigned by

			Unions	instructor. All work is due the last class day of the week. Field Project, Chapter 7.
Five	9 & 10		Compensation Benefit Plans Accurate Compensation Controlling Labor Costs Safety in the workplace Harassment OSHA Workplace Violence Emergency Management Programs Employee Assistance Programs	Application exercise. Review your learning exercise. Topical essay assigned by instructor. All work is due the last class day of the week. Field Project, Chapter 9
Six	Review of Materials		Final Exam	Field Project from Chapter 10

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.