

Syllabus

Course Prefix and Number: CULA170

Number of Credits: 3

Course Title: Supervisory Management

Text: Supervision in the Hospitality Industry 4th edition.

Course Prerequisites: CULA 100, CULA110, CULA115, CULA120, CULA130

Course Description: Analysis and explanation of basic supervisory management skills, management styles, motivation and emphasis on human relations, delegation, training, evaluation and communication. Employee termination procedures are discussed. Students receive a National Restaurant Association certificate in supervision within the hospitality industry. Lecture, demonstration and food preparation are a part of this course.

Learning Outcomes: At the end of this course, students will be able to:

- A. Describe process of management through effective communication skills.
- B. Summarize leadership styles and analyze when each is most appropriate.
- C. Outline the supervisor's role in decision-making, problem solving and delegation of duties.
- D. Explain the role of job descriptions and specifications and develop written examples.
- E. Perform mock interviews; prepare resumes, job applications and cover letters.
- F. Describe procedures of new employee orientation.
- G. Compare various training methods.
- H. Analyze types and methods of employee evaluation.
- I. Describe necessity of change and ways of implementing change with the least employee resistance.
- J. Evaluate methods of conflict resolution and grievance procedures.
- K. Identify reasons for disciplinary problems and discuss the supervisor's role in handling them.
- L. Describe the procedure for terminating employees.
- M. Analyze motivational techniques/problems; discuss procedures for attitudinal changes.
- N. Analyze ways of dealing with stress in the workplace.
- O. Discuss time management and other organizational management techniques.

To achieve the learning outcomes, the student will

1. Describe and compare the major theories of human resource management including Frederick Taylor, Abraham Maslow, Douglas McGregor and Frederick Herzberg. (B)
2. Demonstrate effective verbal, written and physical forms of communication. (D,E,F,G,H,J)
3. Explain the importance of clear job definitions to job performance and personnel evaluations. (D,I,N,O)
4. Define the characteristics of a job description, task analysis and job performance evaluation. (D,H,I,N,O)
5. Describe the need for and benefits of job orientation and training. (F,G)
6. Discuss the purposes and benefits of regular performance reviews. (H,I,K)
7. Define the essential elements of successful discipline. (A,J,K,L,M)
8. Discuss the possible legal implications of personnel termination. (L)
9. Describe the essential parts of a well developed training program. (C,D,F,G)
10. Explain the challenge of applying common management theories in the hospitality work environment.(B)
11. Compare and contrast the major theories of people management as they relate to hospitality employees.(B)
12. Explain how effective communication skills are important to success as a hospitality supervisor.(A)
13. Identify ways to build a positive work climate by focusing on employees as individuals.(I,M)
14. Cite both the benefits of training and the problems encountered providing it.(C,D,G,N)
15. Explain the importance of orientation and enumerate the kinds of information that should be covered.(F)
16. Explain the complementary relationship between ongoing day-by-day evaluation and periodic performance reviews.(H)
17. Define the four essential elements of successful discipline and explain the importance of each.(K)
18. List guidelines for conducting a termination interview.(L)
19. Explain how planning at different levels provides the framework for other functions of supervision.(O)
20. Discuss pros and cons of participatory problem solving and state an example of when it would be appropriate to use.(I)

Course Grading:

The grade for this course is based on 3 Unit tests @ 100 points each
6 workbook assignments @ 25 points each.

All earned points are totaled to determine over-all grade according to the scale.

Final written examination *150 points* (minimum 75% accuracy for NRAEF certificate).

Grading Scale

540-600	A
480-539	B
420-479	C
360-419	D
Below 360	F

JUNE

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