

## Master Syllabus

### HMT 2225 - Hospitality & Tourism Supervision

**Division:** Business and Public Services

**Department:** Hospitality Management

**Credit Hour Total:** 3.0

**Lecture Hrs:** 3.0

**Prerequisite(s):** HMT 1105

**Date Revised:** June 2017

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#### Course Description:

This course is designed to provide students with the principles of supervision in the hospitality and tourism industry and the associated responsibilities. Topics include managing resources, team building, productivity cost formulas and the unique supervision techniques used in restaurants, lodging, bakeries, kitchens, and meeting and event planning. The course emphasis will be on leadership.

#### General Education Outcomes:

- ❑ Oral Communication Competency
- ❑ Critical Thinking/Problem Solving Competency
- ❑ Values/Citizenship/Community Competency
- ❑ Written Communication Competency
- ❑ Information Literacy Competency

#### Course Outcomes:

##### Supervision in the Hospitality Industry

Describe the role of the supervisor in hospitality and tourism operations.

**Assessment Method:** Performance appraisals

**Performance Criteria:**

Upon successful completion of case studies with role play, the student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

**Assessment Method:** Standardized national examinations

**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

##### Productivity Standards and Controlling Labor Intensity/Costs

Develop Productivity Standards and a Control of Labor Intensity/Costs plan for a specific hospitality position such as line cook, housekeeper, etc.

**Assessment Method:** Locally developed exams

**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

**Assessment Method:** Standardized national examinations

**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

##### Special Supervisory Concerns

Describe special supervisory concerns to include labor shortages, equal employment opportunity laws, sexual harassment, supervisors legal role, safety and security, supervising a multi-cultural work force, substance abuse, and working with unions.

**Assessment Method:** Locally developed exams

**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

**Assessment Method:** Performance appraisals

**Performance Criteria:**

Upon successful completion of case studies and role play, the student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

**Assessment Method:** Standardized national examinations

**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

##### Team Leadership, Development, and Motivation

Apply motivation techniques based on scenarios and describe the supervisor's leadership role.

**Assessment Method:** Locally developed exams

**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

**Assessment Method:** Standardized national examinations  
**Performance Criteria:**

Student will be able to perform the stated course outcome task at a minimum of 70% accuracy at the end of the term.

**Outline:**

Supervision in the Hospitality Industry

Productivity Standards

Special Supervisory Concerns

Team Leadership, Development, and Motivation

Controlling Labor Intensity/Costs