

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: March 2013

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, meeting and events, with an emphasis 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