Sinclair Community College
444 E. Third St.
Dayton, OH 45402

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

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 sucessfull 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 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 sucessfull 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