

BUHM 054: HOSPITALITY SUPERVISION

Originator

ybender

Justification / Rationale

Change the number of maximum students to be more in line with district guidelines.

Effective Term

Spring 2023

Credit Status

Credit - Degree Applicable

Subject

BUHM - Business/Hotel & Restaurant

Course Number

054

Full Course Title

Hospitality Supervision

Short Title

SUPERVISION

Discipline**Disciplines List**

Hotel and Motel Services

Modality

Face-to-Face

100% Online

Hybrid

Catalog Description

The Hospitality Supervision course teaches the skills that can help a student develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. Resources on creating a professional development plan for your hospitality career can help you set the direction for future educational and professional endeavors.

Schedule Description

Hospitality supervision for effective management.

Lecture Units

3

Lecture Semester Hours

54

In-class Hours

54

Out-of-class Hours

108

Total Course Units

3

Total Semester Hours

162

Required Text and Other Instructional Materials

Resource Type

Book

Author

Jack D. Ninemeier, Ph.D., CHA, CHE

Title

Supervision in the Hospitality Industry

Edition

6th

Publisher

AHLEI

Year

2019

College Level

Yes

ISBN

978-1-949324-19-8

Class Size Maximum

35

Course Content

1. The Supervisor as a Manager
2. The Supervisor as a Leader
3. Workplace Diversity
 - a. What is diversity?
 - b. Learning about other cultures
 - c. Managing diversity issues
4. Effective Workplace Communication
5. Creating a Positive Work Climate.
 - a. Rewarding employees.
 - b. Developing employees.
 - c. Setting an example.
6. Analyzing Job Expectations
7. Recruiting and Selecting Job Applicants.
 - a. Internal and external recruiting.
 - b. The selection process.
8. Employee Training and Development.
 - a. The need for training.
 - b. The benefits of training.
 - c. The problems associated with training.
9. Evaluating Job Performance.
10. Disciplining Employees.
11. The Planning Process
12. Decision Making and Problem Solving.
 - a. Defining the problem.
 - b. Analyzing the problem.
 - c. Action plan.

13. Delegation.
14. Ethics in the Workplace.

Course Objectives

Objectives	
Objective 1	Explain the functions of management and supervision as they pertain to the hospitality industry.
Objective 2	Create a clear, and concise understanding of the various types of workplace diversity in today's hospitality industry.
Objective 3	Analyze problems in the hospitality workplace while offering progressive solutions.
Objective 4	Give examples of the traditional functions of management in the hospitality industry.
Objective 5	Review basic speaking skills useful in the hospitality workplace.
Objective 6	Explain the function of training within a hospitality organization, and explain the supervisor's role in training.
Objective 7	Recognize organizational sources of conflict in hospitality.

Student Learning Outcomes

Upon satisfactory completion of this course, students will be able to:	
Outcome 1	Describe the importance of leadership, and the various leadership styles.
Outcome 2	Explain the strategies to create guest-centric experiences.
Outcome 3	Define how a supervisor can cultivate diversity, and an inclusive culture in a hospitality environment.

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Lecture	The lecture will be the cornerstone of the course. Through weekly lectures students will gain a better understanding of the subject matter.
Participation	Each student will be expected to participate in all class activities as a way of learning how to interact, and discuss different points of view, which are necessary in the workplace.
Discussion	Classes will include active discussions so that students can share ideas, and see different points of view. These discussions will be used by the instructor to evaluate understanding of the subject.
Collaborative/Team	There will be a group project that students will work on throughout the semester. Hospitality is very much a collaborative effort in the workplace. This group project will test their knowledge, apply the principles learned throughout the semester, and instill in them a sense of teamwork.

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
Tests/Quizzes/Examinations	These methods will be used to evaluate understanding of concepts.	In Class Only
College level or pre-collegiate essays	Essays will be used to evaluate overall understanding of specific theories and practices that are covered in class.	In and Out of Class
Group activity participation/observation	Hospitality is very much a collaborative effort in the workplace. This group project will test their knowledge, apply the principles learned throughout the semester and instill in them a sense of teamwork.	In and Out of Class
Mid-term and final evaluations	These methods will be used to evaluate understanding of concepts.	In Class Only

Assignments

Other In-class Assignments

1. Written essays specific to topics being taught in class.
2. Utilize real world case studies to foster a deeper understanding of the topics being discussed.

Grade Methods

Letter Grade Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %

50

On-campus %

50

Instructional Materials and Resources

If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?

N/A

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:

Discussion forums with substantive instructor participation
Online quizzes and examinations
Private messages
Regular virtual office hours
Timely feedback and return of student work as specified in the syllabus
Weekly announcements

For hybrid courses:

Library workshops
Scheduled Face-to-Face group or individual meetings

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

The strategies listed above will provide consistent interaction between the instructor, and students as well as foster a team environment by encouraging replies to other student posts and feed back from instructor.

Other Information

Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.

Offering this course in an online format will enable students that have other obligations, such as full-time work or children, to fulfill their quest to attain a degree, and learn the skills, that will help them secure a better paying job.

Comparable Transfer Course Information**University System**

CSU

Campus

CSU Chico

Course Number

RHPM 400W

Course Title

Management of Recreation, Hospitality and Parks

Catalog Year

2018-2019

University System

CSU

Campus

CSU East Bay

Course Number

REC 325

Course Title

Leadership, Management and Ethics in HRT

Catalog Year

2020-2021

MIS Course Data**CIP Code**

52.0909 - Hotel, Motel, and Restaurant Management.

TOP Code

130700 - Hospitality

SAM Code

C - Clearly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Credit Course

Approved Special Class

Not special class

Noncredit Category

Not Applicable, Credit Course

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Transferable to CSU only

General Education Status

Y = Not applicable

Support Course Status

N = Course is not a support course

Allow Audit

No

Repeatability

No

Materials Fee

No

Additional Fees?

No

Files Uploaded

Attach relevant documents (example: Advisory Committee or Department Minutes)

BUHM 054 CO Approval Letter.pdf

Approvals**Curriculum Committee Approval Date**

10/20/2022

Academic Senate Approval Date

10/27/2022

Board of Trustees Approval Date

12/16/2022

Chancellor's Office Approval Date

1/28/2021

Course Control Number

CCC000622287

Programs referencing this course

Culinary AS Degree (<http://catalog.collegeofthedesert.eduundefined/?key=23>)

Hospitality Management AS Degree (employment preparation) (<http://catalog.collegeofthedesert.eduundefined/?key=60>)