

Bossier Parish Community College
Master Syllabus

Course Prefix and Number: CULA 170

Credits: 3-3-0

Course Title: Supervisory Management

Text: Hospitality Human Resources Management and Supervision (with Online test Voucher), 2nd Edition, National Restaurant Association. Pearson. ISBN: 9780134720500

Course Prerequisites: CULA 130

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; and
- O. Discuss time management and other organizational management techniques.

To achieve the learning outcomes, the student will or will be able to:

(The letter designations at the end of each statement refer to the learning outcome(s).)

- 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); and
20. Discuss pros and cons of participatory problem solving and state an example of when it would be appropriate to use (I).

Course Requirements:

- To pass the course, student must achieve a course average of 70% or above.
- Students must have access to a computer (not mobile device), Microsoft Office, and the Internet to complete the assignments. Computer, software, and the Internet are available to students on campus during scheduled computer lab times and in the Learning Commons located in the BPCCLibrary.
- Students are required to use BPCCLMS and My Culinary Labs are encouraged to use the BPCCLibrary to research topics and employment opportunities.

Course Grading Scale:

- A = 90 - 100
- B = 80 - 89
- C = 70 - 79
- D = 60 - 69
- F = 0 – 59

Attendance Policy:

Each student is expected to attend class regularly; excessive unexcused absences constitute grounds for suspension. Refer to the student handbook for Attendance Policy.

Course Fees: This course is accompanied with an additional non-refundable fee for supplemental materials, laboratory supplies, software licenses, certification exams and/or clinical fees.

Nondiscrimination Statement: Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

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Equity/Compliance Coordinator

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