

Bossier Parish Community College
Syllabus

Course Prefix and Number: CULA 130

Credit Hours: 1

Course Title: The Hospitality Industry

Course Prerequisites: None

Textbook: Hospitality Human Resources Management and Supervision (with Answer Sheet), 2nd Edition, National Restaurant Association

Course Description: Hospitality Industry provides a comprehensive introduction, detailed insights and a broad overview to perspectives on hospitality careers, the basic functions of departmental structures and management. The text focuses on human resources management and supervision topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test.

Learning Outcomes –

At the end of this course the student will be able to:

- A. identify the Ten Pillars of Restaurant Management
- B. identify what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation
- C. recruit and select the best employees
- D. develop and implement an employee orientation and training program
- E. manage employee performance
- F. set workplace standards
- G. utilize professional development programs
- H. ensure a lawful workplace
- I. know about compensation and benefits
- J. manage a safe and health workplace

To achieve the learning outcomes, the student will:

1. The student will interact and participate with the Manage First training program (A), (B), (C), (D), (E), (F), (G), (H), (I), (J);
2. Based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success, the students will participate in face-to-face lectures and role playing (A), (B), (C), (D), (E), (F), (G), (H), (I), (J);
3. Students will be assigned projects to demonstrate class content competency to include operational requirements, recruitment, training program design and execution, employee performance management, how to set workplace standards and how to set workplace standards (A), (B), (C), (D), (E), (F);
4. Students will learn and demonstrate insight about professional development programs and how to reduce potential liabilities (G), (H);
5. Students will learn and demonstrate insight about compensation and benefits management (I);
6. Students will learn and demonstrate insights about how to manage a safe and healthy workplace (J);

Course Grading:

The grade for this course is based these competency-based programs, which features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test to earn a NRAEF Certificate.

Grading Scale

A = 90-100

B = 80-89

C = 70-79

D = 60-69

F = 0-59

Attendance Policy: The college attendance policy is available at <http://www.bpcc.edu/catalog/current/academicpolicies.html>

Course Fees: This course is accompanied with an additional fee for supplemental materials.

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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