

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- I. Human Relations and Communications
 - A. Management process
 - B. Ingredient for effective human skills
 - C. Motivation
 - D. Leadership
 - 1. Theories of leadership
 - 2. Self-development
 - E. Planning and implementing change
 - F. Interpersonal communication
- II. Establishing Goals and Setting Priorities
 - A. Managing time
 - B. Decision Making
- III. The First-Level Supervisor
 - A. Interviewing
 - B. Using personnel research
 - C. Labor turnover
 - D. Complaints and grievances
- IV. Human Resources
 - A. Job description and analysis
 - B. Recruitment, selection, and placement
 - C. Training and performance appraisal
 - D. Promotions, transfers, and separations
 - E. Employee conduct and discipline
 - F. Managing changes in jobs and work schedules
- V. Services
 - A. Wage and salary policies and administration
 - B. Pay incentive systems
 - C. Occupational health and safety
 - D. Of foodservice organizations
- VI. Quality
 - A. Joint Commission Accreditation
 - B. Quality Assurance Program
- VII. Budgeting
 - A. Food
 - B. Supplies
 - C. Equipment
 - D. Operating expenses
- VIII. Labor Relations

REQUIRED READING:

Miller, Jack E., Mary Porter, and Karen Eich Drummond. Supervision in the Hospitality Industry. 2nd Edition. New York: John Wiley & Sons, Inc., 1992.

SUGGESTED READING:

Industry Periodicals or other readings as assigned in class.

REQUIRED WRITING:

The student is responsible for a case study report (2-5 typewritten pages) as well as a short paper (2-5 typewritten pages) on a subject of choice from a selected list.

OUTSIDE ASSIGNMENTS:

Students are expected to spend a minimum of three hours per unit per week in class and on outside assignments, prorated for short-term classes.

Students will research material for term paper (minimum of 2 pages), read text and study for exams.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
- laboratory
- lecture-laboratory combination
- directed study

DISTANCE LEARNING:

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes No

If yes, check all that apply:

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
- Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
- Two-Way Video Conferencing (Two-way interactive video and audio)
- One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
- Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

GRADING POLICY AND STANDARDS (include methods of determining whether the stated objectives have been met by students):

Mid-term and final examinations are a combination of essay, short answer, and multiple choice questions	60%
Term paper	30%
Participation	10%

IS COURSE REPEATABLE FOR REASON(S) OTHER THAN DEFICIENT GRADE?

Yes No Number of times course may be taken for credit: _____

If yes, identify specific provision of Title 5 Division 2 section(s), 55761-55763 and 58161 which qualifies course as repeatable:

CONTACT PERSON: Nancy Galli, ext: 2352

SIGNATURES ON FILE