

Washtenaw Community College Comprehensive Report

CUL 150 Management and Supervision Effective Term: Fall 2018

Course Cover

Division: Business and Computer Technologies

Department: Culinary and Hospitality Management

Discipline: Culinary Arts

Course Number: 150

Org Number: 13500

Full Course Title: Management and Supervision

Transcript Title: Management and Supervision

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Course Change

Change Information:

Consultation with all departments affected by this course is required.

Course title

Course description

Pre-requisite, co-requisite, or enrollment restrictions

Outcomes/Assessment

Objectives/Evaluation

Rationale: Culinary Debarment Update

Proposed Start Semester: Fall 2018

Course Description: In this course, students will gain a deeper understanding of management theory and supervision techniques related to operational management. This beginning course explores contemporary issues and trends managers face in today's hospitality operations. Students will be given the opportunity to earn nationally recognized certification for professional portfolio development. The title of this course was previously Food Service Management and Supervision.

Course Credit Hours

Variable hours: No

Credits: 3

Lecture Hours: Instructor: 45 Student: 45

Lab: Instructor: 0 Student: 0

Clinical: Instructor: 0 Student: 0

Total Contact Hours: Instructor: 45 Student: 45

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Level 2

Requisites

Prerequisite

Academic Math Level 2 or MTH 067 or higher; may enroll concurrently

General Education

Degree Attributes

High School articulation approved

Request Course Transfer

Proposed For:

Eastern Michigan University
Ferris State University
Grand Valley State University
Kendall School of Design (Ferris)
Michigan State University
University of Michigan
Wayne State University
Western Michigan University

Student Learning Outcomes

1. Recognize and apply the principles of human resource management and supervision in the hospitality industry.

Assessment 1

Assessment Tool: National exam

Assessment Date: Fall 2018

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Nationally normed

Standard of success to be used for this assessment: 70% of students will score 70% or higher per National Restaurant Association Education Foundation (NRAEF)

Who will score and analyze the data: NRAEF will score the exam. Departmental faculty will analyze the data.

2. Recognize and apply the principles of hospitality and restaurant management.

Assessment 1

Assessment Tool: National exam

Assessment Date: Fall 2018

Assessment Cycle: Every Three Years

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Course Objectives

1. Describe the process of management through effective communication skills.
2. Summarize leadership styles and analyze when each is most appropriate.
3. Evaluate the leader's role in developing a high performing team.
4. Explain the role of job descriptions and specifications and develop written examples.

5. Hire right, place right and retain right: Reviewing employment applications, evaluating resumes and cover letters, performing interviews and applicant reference checks, referrals and recommendations.
6. Compare training methods; discuss the importance of an effective employee training program.
Discuss follow-up training and cross training.
7. Discuss, analyze and evaluate daily operations and employee work scheduling and labor costs.
8. Analyze types and methods of employee performance evaluations.
9. Discuss managing compensation and incentive programs.
10. Describe the necessity of change and ways of implementing change with the least employee resistance.
11. Evaluate methods of conflict resolution and grievance procedures (union/non-union).
12. Identify reasons for disciplinary problems and discuss the supervisor's role in handling them.
13. Describe the procedure for terminating employees, define quality retention programs, describe how to identify and handle low performers and conducting exit interviews.
14. Analyze motivational techniques/problems; discuss procedures for attitudinal changes.
15. Analyze ways of dealing with stress in the workplace.
16. Discuss time management and other organizational management techniques.
17. Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).
18. Discuss and describe how to plan and conduct an effective meeting.
19. Discuss, analyze and synthesize the Servant Leader's role in management.
20. Demonstrate time management practices, as required of hospitality professionals, such as being on-time, present and engaged.
21. Demonstrate servant leadership, sustainable practices, high quality customer service and the hospitality spirit.
22. Discuss/evaluate industry trends as they relate to career opportunities and the future of the industry.
23. Discuss professional ethics practiced in the industry.

New Resources for Course

Course Textbooks/Resources

Textbooks

NRAEF Manage First Program. *Hospitality and Restaurant Management*, 2 ed. Chicago: Prentice Hall, 2013, ISBN: 0132724472.

NRAEF Manage First Program. *Hospitality Human Resources Management and Supervision NRAEF*, 2 ed. Chicago: Prentice Hall, 2013, ISBN: 0132175258.

Manuals

Periodicals

Software

Equipment/Facilities

Level III classroom

Computer workstations/lab

TV/VCR

Data projector/computer

Reviewer

Action

Date

Faculty Preparer:

Alice Gannon Boss

Faculty Preparer

Jan 09, 2018

Department Chair/Area Director:

Derek Anders Jr

Recommend Approval

Jan 09, 2018

Dean:

<i>Eva Samulski</i>	<i>Recommend Approval</i>	<i>Jan 16, 2018</i>
Curriculum Committee Chair:		
<i>David Wooten</i>	<i>Recommend Approval</i>	<i>Mar 05, 2018</i>
Assessment Committee Chair:		
<i>Michelle Garey</i>	<i>Recommend Approval</i>	<i>Mar 06, 2018</i>
Vice President for Instruction:		
<i>Kimberly Hurns</i>	<i>Approve</i>	<i>Mar 07, 2018</i>