

One of the nine Los Angeles Community Colleges

Family and Consumer Studies 109 Section 3257 Supervision and Management

Spring 2013 • Wednesday 6:50-10:00 or TBA • CAI 232 •

- Prof. Janice Velazquez 818-364-7600 x 4139 Office CAI 218
 - Office Hours W 6:10-6:45pm velazqj@lamission.edu
 - 13356 Eldridge Ave. Sylmar, ČA, 91342 •

CATALOG COURSE DESCRIPTION:

This course includes procedures and problems by food service operations in developing personnel programs, and desirable labor management relationships. Course includes the responsibility of selection, placement, orientation, training, counseling, rating, promotion and supervision of employee.

REQUIRED TEXTS AND MATERIALS:

ManageFirst: Hospitality Human Resources Management and Supervision with Answer Sheet,

Second Edition, 2013. (Bundle includes access code)

ISBN: 0132175258

OBJECTIVES:

As a result of completing this course, students will be able to:

- 1. Explain management activities and how evolving employee expectations can influence managers as they facilitate the work of their employees.
- 2. Describe strategies for facilitating the work of employees.
- 3. Explain how skills, abilities, leadership style, and corporate culture impact a manager's human resources activities.
- 4. Identify the benefits of and procedures for promoting employee diversity within restaurant and food service operations.
- 5. Explain the importance of ethical decision making, the role of codes of ethics in restaurant and foodservice operations, and tasks involved in developing, implementing, and enforcing codes of ethics.
- 6. Describe the four tasks in the position analysis process.
- 7. Explain the uses of job descriptions and how they should be developed.
- 8. Review basic employee recruitment procedures.
- 9. List and explain the tools that can help screen job applicants to determine which should receive job offers.
- 10. Review details about job offers made to candidates who meet job requirements.
- 11. Review basic procedures that should be used for employment and payroll documentation.
- 12. Explain basic procedures that should be included in hiring and orientation activities.
- 13. Describe how to plan and evaluate orientation programs.
- 14. Explain procedures for planning and delivering training programs.

- 15. Describe special concerns when an entry-level employee is promoted to a supervisory position.
- 16. Explain basic employee motivation strategies.
- 17. Describe procedures for building and maintaining effective teams.
- 18. Discuss the development and management of employee recognition and incentive programs.
- 19. Explain basic communication skills and challenges for restaurant and foodservice managers.
- 20. State procedures for coaching employees.
- 21. Describe procedures for resolving employee conflicts.
- 22. Explain procedures for managing change.
- 23. State basic procedures for conducting performance appraisals.
- 24. Explain steps in a progressive discipline program.
- 25. Describe procedures for employee termination.
- 26. Explain why operating standards are important and how managers can enforce them.
- 27. Identify, implement, and review sales and service goals for the front of the house.
- 28. Identify, implement, and review production and quality goals for the back of the house.
- 29. Describe a nine-step process for scheduling employees.
- 30. Explain how checklists can be used to monitor quality.
- 31. Explain how communication logs help monitor quality.
- 32. Explain the importance of professional development.
- 33. Describe basic professional development strategies.
- 34. Identify procedures for professional development planning meetings.
- 35. Provide information about professional development programs for managers.
- 36. Explain three commonly used professional development methods.
- 37. Identify other professional development methods.
- 38. Describe basic procedures for developing succession plans.
- 39. Explain the impact of laws that affect restaurant and foodservice operations.
- 40. Explain the federal employment laws that affect establishments.
- 41. Describe the state and local laws that regulate restaurant and foodservice operations.
- 42. Describe the legal aspects of serving safe food.
- 43. Review the legal aspects of serving alcoholic beverages.
- 44. Identify the procedures that should be followed to protect the operation from legal actions.
- 45. Explain how restaurant and foodservice operations should interact with unions.
- 46. List and describe three federal laws that impact compensation policies and programs.
- 47. Explain the types of voluntary benefits that can be included in a compensation package.
- 48. Identify and describe three retirement and health benefit laws that impact voluntary benefits.
- 49. Describe five employee benefit programs that are mandated by federal laws.
- 50. Explain the procedures that help ensure the correct compensation will be paid to employees.
- 51. Explain the basic procedures that can be used to control labor costs.
- 52. Explain what managers can do to maintain a zero-tolerance sexual harassment policy and explain responsibilities regarding nonsexual types of harassment in the workplace.
- 53. Review the procedures for ensuring the rights of employees who are pregnant or disabled, and younger workers.
- 54. Indicate how the Occupational Safety and Health Administration(OSHA) impacts restaurant and foodservice operations, and explain procedures for establishing and maintaining OSHA mandated programs and participating iota investigations.
- 55. Identify the compliance posters that operations are required to post.
- 56. Describe the procedures for preventing workplace violence.
- 57. Describe the procedures for developing emergency management programs.
- 58. Explain the basic procedures for balancing food safety, employee rights, and the law.
- 59. Provide an overview of employee assistance and employee wellness programs.

Student Learning Outcomes:

- 1. Students will analyze and articulate current supervision and management issues and functions that affect the entire hospitality operation.
- 2. Students will demonstrate strategies for developing respectful, reciprocal relationships between employees, managers and customers enhancing partnerships between the workplace and the community.
- 3. Students will formulate strategies for effective advocacy on behalf of the hospitality industry which includes restaurants, hotels and/or other related operations.

Course Requirements: Classes consists of lectures, student's discussions, group exercises, tests, individual presentations, internet research, field trip and writing assignments as they are relevant to the material being presented.

Class Policies: Student conduct in all of the Los Angeles Community Colleges must conform to the District and College rules and regulations. Violations of such rules and regulations may result in disciplinary action.

- Please show up on time.
- Please don't talk when the instructor or a fellow student is speaking. (I encourage collaboration and free discussion, but please be aware of those times when only one person should be speaking). Social and personal conversations are disruptive to fellow students. If you prefer to do so you are expected to step out of the classroom.
- Please turn cell phones to silent mode. The use of any electronics during class is prohibited.
- Cheating and Plagiarism will not be tolerated. During test all books and papers are to be stored out of sight. Plagiarism is defined as the representation of expression or ideas from either published or unpublished work(s) as students own.
- Make sure that you keep up with the assigned reading for each week. Don't miss class.
- Extra credit opportunities are not offered as part of your final grade. Focus on doing your best work in all coursework. I look forward to spending this semester with you and encourage you to contact me at any time with questions you might have.
- All assignments must be must be computer-generated and formatted in APA style.

You are responsible to communicate with the instructor, regarding understanding of the course/materials and professional or personal obstacles that may be have an effect on your coursework.

Evaluation: The instructor of the course shall determine the grade to be awarded to each student in accordance with the "Grading Symbols and Definitions" as found in the College Catalog. Grades will be awarded using the symbols A, B, C, D, and F.

A = 90% - 100%

B = 80% - 89%

C = 70% - 79%

D = 60% - 69%

F = 59% or lower

- 1. Attendance and Participation 160 points: Regular and prompt attendance and participation is expected of all students. All work missed by reason of absence or tardiness, regardless of the cause, must be made up to the satisfaction of the instructor. Always get the name of one student in this class so that you will know what you have missed. You are not competing against each other in this class. Help each other. Start building your network. Students with excessive absences or tardiness (3) will be dropped from this class. It is your responsibility to drop a class, if you are no longer attending. Deadline May 5, 2013 (Internet). Failure to do so may result in a grade of "F" in this class.
- **2. Class Exercises 50 points:** Various tasks and activities are assigned in class requiring the participation of each student. Some exercises are completed individually and some in small-groups. For small group exercises all members receive the same grade for completed work. All exercises are assigned in class.
- **3. Practice Quizzes:** (Chapters 1-10) This is for you to practice on a weekly basis. y. Go to pearsonmylabandmastering.com., register and enter course ID: velazquez48314.
- **4. Tests 300 points:** 2 Midterms (882-E scantron) March 20th and May 8th 2 x 50 =100 points 1 Open Book Comprehensive Exam (882-E scantron) May 22nd 100 points and a Final May 29th 100 points (NRA answer sheet or 882-E scantron). There are no make-ups for Midterm or Final Exam.
- **5. Visit a Restaurant/Hotel Critique 50 points:** April 10th Do an evaluation on how the hotel/restaurant supervises and provides training. For example: How do they determine the best jobs for their employees? Do they use a variety of motivational approaches in the different departments? How much freedom are the supervisors given to motivate their employees? Be creative Write a critique. 2-3 Pages. Analyze the interview, identify your personal reaction to it, and develop a clear, concise explanation of support for your reaction. Your knowledge of the discipline in which you are working (Supervision and Management) is the basis on which you build the explanation. Present your critical evaluation, discussing positive and/or negative features as appropriate. Support all your judgments with evidence from the book, paraphrasing and quoting (minimum 3).
- **6. Develop Employee Training Program 50 points:** April 24th Use the four step training method (Page 88). 6-10 Pages. Clearly stated learning objectives based on a job's essential functions drive training programs. Training is required for new employees and is useful for experienced staff.

Statement of Reasonable Accommodations: Any student that needs special considerations due to a disability is asked to identify their need to the instructor in private by the completion of day.

Please note: This course outline is a guide for the class and may be modified/revised to enhance learning outcomes or by events outside the control of the instructor.

Week#	Date	Class Discussion	Assignments Due
1	2/6/13	Introduction	Read Chapter 1

2	2/13/13		Read Chapter 2
2	2/13/13	CHAPTER 1 : RESTAURANT FOOD SERVICE OPERATIONS ARE LABOR-INTENSIVE	Read Chapter 2
3	2/20/13	CHAPTER 2 : RECRUITING AND SELECTING THE BEST EMPLOYEES	Read Chapter 3
4	2/27/13	CHAPTER 3 : EMPLOYEE ORIENTATION AND TRAINING	Read Chapter 4
5	3/6/13	CHAPTER 4 : FOUNDATIONS OF EFFECTIVE EMPLOYEE PERFORMANCE	Read Chapter 5
6	3/13/13	CHAPTER 5 : FACILITATING EMPLOYEES' WORK PERFORMANCE	Study for Midterm #1
7	3/20/13	-Midterm #1	Read Chapter 6
8	3/27/13	CHAPTER 6: MEETING WORKSHIFT STANDARDS Library Orientation Meet by the fountain	
9	4/3/13	Spring Break NO CLASS	Read Chapter 7
10	4/10/13	CHAPTER 7 : EMPLOYEE PROFESSIONAL DEVELOPMENT PROGRAMS Guest speaker -Critique	
11	4/17/13	Make-up Midterm #1/In class project The Attitude Virus	Read Chapter 8
12	4/24/13	CHAPTER 8 : ENSURING A LAWFUL WORKPLACE -Develop an Employee Training	Read Chapter 9
13	5/1/13	Program CHAPTER 9: EMPLOYEE COMPENSATION AND BENEFITS Guest speaker	Read Chapter 10
14	5/8/13	CHAPTER 10 : MANAGING A SAFE AND HEALTHY WORKPLACE Guest speaker	Study for Midterm #2
15	5/15/13	-Midterm #2	Study for Comprehensive Exam

16	5/22/13	Comprehensive Exam	Study for Certification Exam
17	5/29/13	Certification Exam	

MyLab / Mastering Student Registration Instructions

To register for SUPERVISION & MANAGEMENT:

- 1. Go to pearsonmylabandmastering.com.
- 2. Under Register, click Student.
- 3. Enter your instructor's course ID: velazquez48314, and click Continue.
- 4. Sign in with an existing Pearson account or create an account: If you have used a Pearson website (for example, MyITLab, Mastering, MyMathLab, or MyPsychLab), enter your Pearson username and password. Click Sign In. If you do not have a Pearson account, click Create. Write down your new Pearson username and password to help you remember them.
- 5. Select an option to access your instructor's online course: Use the access code that came with your textbook or that you purchased separately from the bookstore. Buy access using a credit card or PayPal. If available, get 17 days of temporary access. (Look for a link near the bottom of the page.)
- 6. Click Go To Your Course on the Confirmation page. Under MyLab / Mastering New Design on the left, click SUPERVISION & MANAGEMENT to start your work.

Retaking or continuing a course?

If you are retaking this course or enrolling in another course with the same book, be sure to use your existing Pearson username and password. You will not need to pay again.

To sign in later:

- 1. Go to pearsonmylabandmastering.com.
- 2. Click Sign In.
- 3. Enter your Pearson account username and password. Click Sign In.
- 4. Under MyLab / Mastering New Design on the left, click SUPERVISION & MANAGEMENT to start your work.

Additional Information

See Students > Get Started on the website for detailed instructions on registering with an access code, credit MyLab / Mastering Student Registration Instructions.

IMPORTANT DATES (Short Term Classes May Have Different Deadlines-Check with Your Instructor)

Last day to process Audit Add	
Request	February 15
Last day to petition for Credit/No-Credit	_
Last day for Section Transfer	March 8
Deadline to petition for Spring/Summer 2013 Graduation	March 29

Classes end	May 25
FINAL EXAMS	
Graduation Day	June 4
EOPS, DSPS Foster Youth and Veterans	
Continuing Students	Nov. 29 to Dec. 23
New and Re-entering Students	. December 24
ADD Dates - Late ADDs are not permitted	
Deadline to add full term (16-week) classes (In Person)	February 15
Drop classes without receiving a "W" with refund (In Person)	February 18*
Drop classes without receiving a "W" with refund (Internet)	February 18*
Drop classes without incurring fees or with a refund	
In Person/Internet	February 18*
Drop classes with a "W" (Letter grade is required from this date forward)	
In Person	May 3
Internet	May 5

^{*}PLEASE NOTE: A "W" will appear on your transcript record after this date. REMINDER: There is a new LACCD enrollment limit. The limit is now three times to take a class and includes both substandard grades and withdrawals.

NOTE: Contact the Office of Admissions & Records for deadlines on late start, short-term, and special program classes.

Here are some additional resources on campus that you may find useful.

- ➤ LAMC Bookstore: For hours of operation, book availability, buybacks, and other information call 818-364-7798 or 364-7768 or visit: http://www.lamissionbookstore.com/
- Counseling Department: For appointments and information call 818-364-7655 or visit http://www.lamission.edu/counseling/
- ➤ Disabled Students Programs and Services: For appointments and information call 818-364-7732 or visit http://www.lamission.edu/dsps/
- Extended Opportunity Programs and Services: For appointments and information call 818-364-7645 or visit http://www.lamission.edu/eops/

- Financial Aid: For information and applications call 818-364-7648 or visit http://www.lamission.edu/financialaid/
- Library: For information on library hours, resources, workshops, and other services contact 818-364-7105 or 364-7106 or visit http://www.lamission.edu/library/
- ➤ Tutoring Services in Learning Center: Laboratories for Learning, Writing, Math & Science. Walk-in and appointment services offered. Call 818-364-7754 or visit http:// www.lamission.edu/learningcenter

LOS ANGELES MISSION COLLEGE 2013-2014 SCHOLARSHIPS

APPLY NOW!!!

ALLEI NOW :::
☐ Graduating/Transfer Student Scholarship (TBD)
☐ Full Time Student Scholarship (TBD)
☐ Part Time Student Scholarship (TBD)
☐ Carla Bowman Scholarship (TBD)
☐ David Lee Moss Memorial Scholarship (TBD)
☐ Doris McClain/Annabelle Godwin Child Development Scholarship
(\$3,000 to be divided
among successful applicants)
☐ Gumpert Child Development Scholarship (\$6,000 to be divided among
successful applicants)
☐ Associated Student Organization Scholarship (2 awards, \$240 each
award)
☐ Sylmar Woman's Club- Transfer students (\$500)
☐ Sylmar Woman's Club- Continuing students (\$500)
☐ Malvani ESL Scholarship Fund (TBD)
☐ Millie Dein Scholarship (no monetary award, waives Enrollment Fees
only)
☐ Osher Foundation Scholarship (awards up to \$1000 per academic year,
maximum of \$500
per semester)
☐ Mayor Tom Bradley Scholarship- Osher Challenge (awards up to \$1000
per academic year;

maximum of \$500 per semester)
☐ President's Circle Scholarship- Osher Challenge (awards up to \$1000
per academic year;
maximum of \$500 per semester)
☐ Spanish American Institute Scholarship (TBD)
☐ Applications are available at:
www.lamission.edu/financialaid/Scholarships.aspx
DEADLINE: Friday, March 8, 2013 by 4:00 pm

Professional Organizations

General

- American Association of Family and Consumer Sciences (AAFCS)
- International Federation of Home Economics (IFHE)

Consumer Resource Management

- American Association of Consumer Interest (ACCI)
- Association for Financial Counseling and Planning Education (AFCPE)
- Association for Public Policy and Management (APPAM)
- Population Association of America (PAA)
- Society of Consumer Affairs Professionals (SOCAP)

Family Relations and Child Development

- American Psychological Association (APA)
- American Sociological Association (ASA)
- Association for Childhood Education International (ACEI)
- International Council of Sex Education and Parenthood
- National Association for the Education of Young Children (NAEYC)
- National Council on Family Relations (NCFR)
- Society for Research in Child Development (SCRD)
- The Society for the Scientific Study of Sex

Education

- American Vocational Association
- Home Economics Teachers Association of California
- National Association for Teacher Education for Vocational Home Economics

Housing and Interior Design

- American Planning Association
- American Society of Interior Design (ASID)
- Designers Lighting Forum (DLF)
- Environmental Design Research Association (EDRA)
- Housing Education and Research Association (HERA)
- International Interior Design Association (IIDA)
- Interior Design Educators Council (IDEC)
- International Society of Interior Design (ISID)

• International Furnishing and Design Association (IFDA)

Apparel, Textiles and Merchandising

- American Association of Textile Chemists and Colorists
- International Textile and Apparel Association (ITAA)
- Fashion Group International, Inc.
- The Costume Society of America
- Fashion Business, Inc.

Food and Nutrition

- American Association for the Advancement of Science
- American Council on Science and Health
- Academy of Nutrition and Dietetics
- American Institute of Chemists
- American Institute of Nutrition
- American Chemical Society
- California Nutrition Council
- Consulting Nutritionists of Southern California
- Foodservice Systems Management Education Council
- Greater Los Angeles Nutrition Council
- Institute of Food Technologists
- National Council Against Health Fraud
- Nutrition Today Society
- Southern California Institute of Food Technologists
- American Society of Parenteral and Enteral Nutrition (ASPEN)

Other Related

- American Educational Research Association (AERA)
- New York Academy of Sciences
- Phi Kappa Phi National Honor Society
- Royal Society for the Promotion of Health
- Sigma Xi Society

Professional Associations Culinary Arts

The Institute of Food Technologists (IFT) is the main professional group for food scientists with more than 28,000 members. The Institute also has an active Student Association (IFTSA). The Southern California Section of IFT (SCIFTS) provides many opportunities for scholarships and professional networking at the local level through regular activities.

Association of Beverage Professionals

The Association of Beverage Professionals (ABP) provides students an opportunity to explore the hospitality industry beyond the classroom through events and activities. ABP is dedicated to promoting opportunities within the beverage industry as well as enhancing the appreciation and understanding of wines, beers, and spirits through educational opportunities offered to the community.

Association of Student Event Planners

The Association of Student Event Planners (ASEP) strives to provide students the opportunity to explore the special event and professional event planning aspect of the hospitality industry. Using

their creative talents; students, faculty and industry professionals, will come together to enrich the educational, cultural and social aspect of the university. There is a strong emphasis placed on developing and building lasting relationships among hospitality professionals, with other club organizations and with members within the association.

Club Managers Association of America

The Club Managers Association of America (CMAA) is the professional association for managers of membership clubs. The association has nearly 7,000 members representing more than 3,000 country, golf, city, athletic, faculty, yacht, town and military clubs.

Eta Sigma Delta International Hospitality Management

Today, there are over 90 active Eta Sigma Delta chapters throughout the world. The growth is testament to the dedication of both students and professionals in hospitality and tourism to the pursuit of academic, professional and personal excellence. The guidance and support of International CHRIE has made it possible for ESD to grow. It is the intent that this Society will lead hospitality and tourism educators and professionals to the highest levels of professionalism and achievement.

Websites for the Future Chef

Career Vovages

Choose "Hospitality" from the menu on the left. Created by the U.S. Department of Labor and U.S. Department of Education, with information and advice on careers.

Chef2chef

Practical guide for culinary students and professional chefs.

ChefDesk

Developed by a chef to help professional chefs manage their kitchens and careers. Check the pages for "Hospitality Educators and Students."

The Cook's Thesaurus

Cooking encyclopedia that covers thousands of ingredients and kitchen tools. Entries include pictures, descriptions, synonyms, pronunciations, and suggested substitutions.

Foodservice.com

Tagline is "Where the Industry Clicks." Packed with practical information for professional chefs, including links to employment, supplies, and more.

PastryScoop.com

Called the "Pastry Resource Connection." Learn about pastry chefs, classes, tips, and more on the art of baking and desserts.

StarChefs.com

Information from star chefs, rising chefs, and more. Get podcasts with demonstrations, answers to questions about food and wine, and a lot more.

Teen Worker Safety in Restaurants

Developed by OSHA (Occupational Safety & Health Administration), which is part of the U.S. Department of Labor. Check for safety tips when working in a fast-food or other restaurant. Visit www.osha.gov/SLTC/teenworkers/index.html for general tips on teen job safety.