Los Angeles Mission College

Family and Consumer Studies 109 Section 3801

Supervision and Management

Fall 2013 • Tuesday 6:50-10:00 Room 230

Instructor Art Luna
• Office Hours W 6:10-6:45pm
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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

Homework 15 points once a week for 12 weeks
Quizzes 31 points each out of 4
Final Exam 100 points Project 30 points
Class room Participation 20
Total Points 454

1. Attendance and Participation: 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. Failure to do so may result in a grade of "F" in this class.

2. Class Exercises 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

4. Tests: Midterms There are no make-ups for Midterm or Final Exam.

5. Visit a Restaurant/Hotel Critique: 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 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.

Fall 2013

Every Tuesday Sept 27 to Dec 3

Introduction to Hospitality Management and Supervision
books used:
Other reading material : HBR , WSJ and any scholarly journals
Hospitality Human Resources Management and Supervision 2nd
NRA Pearson

Sept 27 2013

Introduction to the Class and get to know the students if any management experience
Hospitality Management BOOK read chapter 1
HBR: What make a Leader by Daniel Goleman

Sept 3 2013

Go Over CH 1 w/ PP
Hospitality Management BOOK read chapter 2
Managing Oneself," by Peter F. Drucker,
collect HW if any

Sept 10 2013

Go Over CH 2 w/ PP
Hospitality Management BOOK read chapter 3
HW articles or HBR collect HW if any of Last week

Sept 17 2013

Quiz CH 1,2 and 3
Hospitality Management BOOK read chapter 4 -- PP on CH 3
Case Study - HW articles or HBR - Collect HW if any of last week

Sept 24 2013

Go over CH 4 w/pp
Hospitality Management BOOK read chapter 5
Case Study - HW articles or HBR - Collect HW if any of last week

Oct 1 2013

Go over CH 5 w/pp
Hospitality Management BOOK read chapter 6
Case Study - HW articles or HBR - Collect HW if any of last week

Oct 8 2013

Quiz CH 4,5,6
Hospitality Management BOOK read chapter 7 -- PP on CH 6
Case Study - HW articles or HBR - Collect HW if any of last week

Oct 15 2013

Guest Speaker
Case Study - HW articles or HBR - Collect HW if any of last week

Oct 22 2013

Hospitality Management BOOK read chapter 8 -- PP on CH 7
Case Study - HW articles or HBR - Collect HW if any of last week

Oct 29 2013
Hospitality Management BOOK read chapter 9 -- PP on CH 8 Case Study - HW articles or HBR - Collect HW if any of last week
Nov 5 2013
Quiz CH 7,8,9 Hospitality Management BOOK read chapter 10 -- PP 9 Case Study - HW articles or HBR - Collect HW if any of last week
Nov 12 2013
Review the WHOLE BOOK Case Study - HW articles or HBR - Collect HW if any of last week
Nov 19 2013
FINAL TEST OF THE BOOK
Nov 26 2013
Case Study - HW articles or HBR - Collect HW if any of last week extra assignment turn in
Dec 3 2013
Final works