

ODESSA COLLEGE
OCCUPATIONAL AND TECHNICAL STUDIES DIVISION
CULINARY ARTS DEPARTMENT

201 West University
Odessa, Texas 79764

COURSE SYLLABUS

COURSE NUMBER : RSTO 1313

COURSE TITLE : Hospitality Supervision

CREDIT HOURS : 3
[Lecture hours: 48, Laboratory hours: 0]

PREREQUISITES : NONE

COREQUISITES : NONE

CATALOG DESCRIPTION :
Fundamentals of recruiting, selection and training of food service and hospitality personnel. Topics include job descriptions, schedules, work improvement, motivation and applicable personnel laws and regulations. Emphasis is place on leadership development. (Scans 1, 2, 3, 4, 5, 6, 7, 9, 10, 11). Prerequisite: None.

TEXTBOOK: The World Of Culinary Supervision, Training, and Management. Chesser & Cullen; 4th Ed.

LEARNING OUTCOMES:

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

- 1.0 Define what a food service manager's role and responsibilities entail.
- 2.0 Identify the problems associated with the food service industry which contribute to the complexities of management.
- 3.0 Justify standard principles in the control of labor costs.
- 4.0 Organize the various controls required to monitor the operation costs of a food service operation.
- 5.0 Compare an operational plan with the controls for food costs, labor costs, fixed and variable expenses.
- 6.0 Relate and operational plan with the needs of the food service operation with emphasis on specific goals, objectives and strategies for implementation.
- 7.0 Generate an employee management style which focuses on the development of productive outcomes.

COURSE REQUIREMENTS:

See Instructor Information Sheet for specific course requirements.

METHOD OF EVALUATION:

See Instructor Information Sheet for specific course requirements.

ATTENDANCE POLICY:

Your attendance is the greatest predictor of your success. **Student attendance at EVERY class is expected.** You should expect that each absence will adversely affect your course grade. Please see the instructor regarding anticipated absences or conflicts due to college sponsored activities.

ACADEMIC ETHICS:

You will be provided with a weekly reading schedule and it is your responsibility to read assigned chapters prior to the next class meeting. Quizzes and examinations will be based on reading assignments, class lectures and discussions.

STUDENT ASSISTANCE:

The following resources are available to assist you in successful completion of this course:

- A. **Tutoring Center Services** – call 335-6878 or stop by LRC 301
 - 1. Peer Tutoring Available

Students are required to come to class in their uniform (chef jacket, pant, and hat). Also **cursing** in class will not be tolerated, students caught cursing will be given a **warning**, if they persist they will be **sent home**. All students are also required to attend all classes and are only allowed **3 absences** in the program, after the 3rd absence they will have to retake the class.

ODESSA COLLEGE
CULINARY ARTS

201 West University
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INSTRUCTOR : Paul Porras
Office Phone : 335-6320
Laboratory Phone : 335-6324
E-Mail : pporras@odessa.edu

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ALL STUDENTS ARE EXPECTED TO:

1. Take all of the course quizzes and the comprehensive examination.
2. Complete all laboratory and production assignments.
3. Attend all class sessions.
4. Exhibit a professional attitude towards their assigned duties, kitchen equipment and classmates at all times.

** Make-up quizzes are customized for you. I would advise you to take the original quiz instead of a make-up quiz.

METHOD OF EVALUATION

GRADING CRITERIA:

- | | |
|-----------------------|-----|
| 1. Comprehensive exam | 20% |
| 2. Course Project | 30% |
| 3. Examinations | 30% |
| 4. Quizzes | 20% |

COURSE REQUIREMENT DEADLINES:

Credit will be given for ONLY those quizzes and the comprehensive examination completed on assigned days, unless you make **prior** arrangement with the instructor.

ATTENDANCE POLICY:

See policy in the **COURSE SYLLABUS**

Note: Students who leave class early will not receive full credit for WORK ETHICS for that class period.

ACADEMIC ETHICS:

See policy in the **COURSE SYLLABUS**

WORK ETHICS:

The student is expected to:

1. Be on time for all classes and laboratories.
2. Be prepared for all classes and laboratories.
3. Be in appropriate attire for classes and laboratories.
4. Maintain work assigned area in an orderly and sanitary condition.
5. Refrain from unwarranted conversations, horseplay or otherwise distracting conduct.
6. Perform clean-up as a member of a team.
7. Cooperate with classmates and functions as a member of a team.

IMPORTANT NOTE TO STUDENTS:

It is the policy of this instructor to help you complete this course. If you believe that you cannot complete this class due to medical, family, financial, social, job related or other problems or conflicts, you should see your instructor to discuss your options **PRIOR TO THE FINAL DROP DATE.**

COURSE OUTLINE

<u>WEEK 1:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
The Chef as a Supervisor		
<u>WEEK 2:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
Total Quality Management		
<u>WEEK 3:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
Motivation, Morale and Strokes: Building Teamwork		
<u>WEEK 4:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
Total Quality Respect		
<u>WEEK 5:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
Exam Number One/Update Narrative on Project Progress		
<u>WEEK 6:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
The Chef as a Communicator and Leader		
<u>WEEK 7:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
The Chef as a Trainer		
<u>WEEK 8:</u>	<u>Reading & Discussion</u>	<u>Due: TBA</u>
Induction and Orientation Training		

WEEK 9: Reading & Discussion Due: TBA

Training and transactional Analysis

WEEK 10: Reading & Discussion Due: TBA

Exam Number Two/Update Narrative on Project Progress

WEEK 11: Reading & Discussion Due: TBA

Managing and Utilizing Time

WEEK 12: Reading & Discussion Due: TBA

Recruitment

WEEK 13: Reading & Discussion Due: TBA

Discipline and the Kitchen Team

WEEK 14: Reading & Discussion Due: TBA

Problem Solving

WEEK 15: Reading & Discussion Due: TBA

Team Performance Appraisal

WEEK 16: Reading & Discussion Due: TBA

Final Examination

COURSE PROJECT

The purpose of this project is to provide you with management skills which are necessary to the organization and operation of a commercial food service establishment. To fulfill this component of the course you must do the following:

1. Decide on a specific region of the food service operation which requires management and supervision. You have several options:
 - A. Dining room management
 - B. Kitchen management
 - C. Banquet, catering management
 - D. Bar management
2. Decide upon the number and types of positions required for the area you have selected. NOTE: you need a minimum of five positions.
3. Develop job descriptions for each position which identifies:
 - A. Primary responsibilities
 - B. Related responsibilities
 - C. To whom the position reports to

- D. A description of the position which could be used for publication in a job bank, newspaper ad, etc. Maximum number of words is 30.
4. Develop an organizational chart for the area you have selected, designating a chain of command. You may use either a horizontal or vertical chart format.
 5. Develop position profiles for each position, outlining:
 - A. Education and/or training levels required for the position
 - B. Skill levels required
 - C. Specific job requirements for each position
 6. Develop a bi-weekly work schedule (two weeks) for each employee, assuming the operation is open seven days a week and serves the public from 11:00 a.m. until closing.
 - A. Define what full-time employment means
 - B. Define what over-time means
 Your work schedule must reflect your definition for A and B.
 7. Develop a 30 day payroll budget for the operation area which includes:
 - A. Total salaries/wages for each position
 - B. Over-time salaries/wages for each position
 - C. Social Security 7.3%
 8. In a report identify, analyze and discuss the problems you have encountered with this project and translate these problems into what a manager is confronted with in the organization and operation of a food service establishment. NOTE: This report is the heart and soul of your project and should be quite complete and in-depth.

PROJECT REQUIREMENTS

1. Project is in a suitable cover
2. Project is typed, free of spelling errors
3. Project contains a bibliography of resources utilized and examined.

GRADING OF PROJECT

- | | |
|-----------------------------------|------------------|
| 1. Content of project | 85% of the grade |
| 2. Fulfilling project requirement | 10% of the grade |
| 3. Spelling | 5% of the grade |

NOTE TO STUDENTS:

This project cannot be completed in an eleventh-hour endeavor. I would advise you to start your project during the third week of the course and to work on the project on a weekly basis, as time permits, until you have completed all components required. I do not care if you have a lot of pages, I am a fast reader.

DEADLINE FOR THE PROJECT IS: Wednesday, April 30, 2003. There are no exceptions. If your project is not turned in on or before this date you will receive a zero for the project.

PERIODIC PROJECT REPORTS: You are to write a report on your progress in fulfilling the components of the project. You should identify your areas of problems, areas of completion and plans to follow. This should be typed and given to me when you take your hourly examinations.