



Course Syllabus

NOTE: This syllabus is subject to change during the semester. Please check this syllabus on a regular basis for any updates.

Department: Culinary Arts and Foodservice Management
Course Title: HOSPITALITY SUPERVISION
Section Name: CHEF 1214
Start Date: 01/22/2013
End Date: 05/07/2013
Time: 02:00Pm to 03:50pm
Credits: 3

Instructor Information

Name: Chef Mitchell
OC Email: pmitchell@odessa.edu
OC Phone #: 335-6525
Lab Phone#: 335-6324
Office: 215B

Office Hours

Thursday 2:00-5:00pm
M, T, W, F by Appointment Only

Help from the instructor is available at your request. Appointments can be set up or you may contact instructor during office hours. Tutoring is available through the LRC.

Course 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 on leadership development.

End-of-Course Outcomes

Discuss the role of the supervisor including obligations to owners, customers, and employees; apply management theories and principles to the hospitality environment; identify and discuss principles of communication; develop effective job descriptions, training plans, and evaluation instruments; and relate principles of leadership.

PREREQUISITES: Introductory

ICO
(ICO1,2,3)



TEXTBOOK: Supervision in the Hospitality Industry. By: Ninemeier & Kavanaugh

LEARNING OUTCOMES:

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

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

*** INDICATES INTEGRATED, CORE CURRICULUM SKILLS**

(Math, Reading, Communication, Technological Literacy and/or Critical Thinking)

COURSE REQUIREMENTS:

See Instructor Information Sheet for specific course requirements.

METHOD OF EVALUATION:

See Instructor Information Sheet for specific course requirements.

Grading Policy

1. Class Participation 10%
2. Attendance 10%
3. Review questions 10%
4. Case studies 10%
5. Quizzes 20%
6. Mid-Term 20%
7. Comprehensive Final Exam 20%

All assignments are to be turned typed and of your own work. Handwritten work automatically receives a 10% point deduction unless you have talked prior to Chef Mitchell. All work needs to be grammatically correct. **Do not type as you text.**

DEPARTMENTAL POLICY:

NO LATE WORK ACCEPTED OR MAKE-UP TESTS GIVEN.

Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.



Learning Resource Center (Library)

The Library, known as the Learning Resources Center, provides research assistance via the LRC's catalog (print books, videos, e-books) and databases (journal and magazine articles). Research guides covering specific subject areas, tutorials, and the "Ask a Librarian" service provide additional help.

Student E-mail

Please access your Odessa College Student E-mail, by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>.

All correspondence will be submitted using your Odessa College email.

Important School Policies

For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or students and instructors' right to academic freedom can be found in the **Odessa College Student Handbook**.

SUPPLIES:

- Red Pen
- Notebook
- Textbook

WORK ETHICS:

Student Professionalism

- Be on time for all classes. Refrain from unwarranted conversations, horseplay or otherwise distracting conduct.
- No out of the way language in any language is unacceptable and will result in deduction to your grade (Note: Emergency Words may be allowed)
- Cooperate with classmates and function as a member of the team
- All Students will be allowed two (2) excused absences to this course. Each absence afterwards you will lose one letter grade. This is a professional course and students must call text or email prior to the commencement of the class. In private industry you have to inform your employer whether you are going to absence or not.
- If a student leaves or walks out without notifying the instructor, it will be a zero for the day and the student will be counted absent.
- All assignments will be turned in on time.
- Any in-class assignments must be completed before the student leaves the class room. Loss of the assignment's grade will occur.
- No Cell Phones will be permitted in the classroom. If a cell phone is in use during class, a zero can be received for the day.

**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:

- Due at beginning of each class starting with Week 2 are the Chapter's Review Questions & Case Study.
- All assignments must be typed to receive full credit for the assignment. Students have an entire week to provide this.
- Each class there will be a 20 minute open book and notes quiz covering the chapter, review questions, case study and other information discussed in each class.

Week 1:	01/22	Introduction	
Week 2:	01/29	Chapter 1	The Supervisor and the Management Process
Week 3:	02/05	Chapter 2	Effective Communication (Case study handout due)
Week 4:	02/12	Chapter 3	Recruitment and Selection Procedures
Week 5:	02/19	Chapter 4	Training and Orientation (Case study handout due)
Week 6:	02/26	Chapter 5	Managing Productivity and Controlling Labor Costs
Week 7:	03/05	Chapter 6	Evaluating and Coaching
Week 8:	03/19	Chapter 7	Discipline
Week 9:	03/26	Chapter 8	Special Supervisory Concerns(Case study handout due)
Week 10:	04/02	Chapter 9	Team Building
Week 11:	04/09	Chapter 10	Motivation Through Leadership(Case study handout due)
Week 12:	04/16	Chapter 11	Managing Conflict(Case study handout due)
Week 13:	04/23	Chapter 12	Time Management(Case study handout due)
Week 14:	04/30	Chapter 13	Managing Change
Week 15	05/07	Chapter 14	Professional Development
Week 16	05/14	Final Comprehensive Exam Passage with a 76 earns National Certification	