



School of Business & Creative Design

HOSPITALITY AND TOURISM MANAGEMENT PROGRAM

Course Outline – Term Winter 2014

HAT 1073

Supervisory Skills for Hospitality & Tourism

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Fall 2003

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Winter 2014

Approved by: Yvonne Clarke, Associate Dean

Prerequisite: None

Co requisite: None

1. Course Description

This course will focus on the essential skills of human relations, management principles and the supervisory requirements of the hospitality and tourism industry. Emphasis will be placed on the foundations of supervision such as creating a productive work climate, team building, motivation, and problem solving, leadership, and conflict resolution and time management

2. General Education and Essential Employability Skills

This course provides the following provincial Essential Employability Skills:

- #1: Communication
- #3: Critical Thinking and Problem Solving
- #4: Information Management
- #5: Interpersonal
- #6: Personal

Is this course approved as a General Education course?

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No

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Yes

Students should refer to their program's restricted General Education courses for final determination.

3. Learning Outcomes

1. Demonstrate an ability to perform as a productive team member through active participation in class/ team assignments and activities
2. Describe the duties, responsibilities and appropriate behaviours of a supervisor in the Hospitality and Tourism industry
3. Outline methods to stimulate individual and group performance
4. Develop a strategy for becoming an effective supervisor
5. Formulate a plan for your own professional development

4. Learning Objectives

		Learning Outcome Reference Number
Unit 1		
1.1	Identify the key behaviours of effective team players	[1]
1.2	Recognize obstacles to effective teams and discuss methods of overcoming them	
1.3	Demonstrate a commitment to the success of the team	[1]
1.4	Take an active role in completing team tasks	[1]

- 1.5 Describe the roles, expectations and competencies required of the supervisor in hospitality and tourism operations [2,4]
- 1.6 Explain the importance of the front-line supervisor to the management team [2,3,4]
- 1.7 Define organizational behaviour in the context of hospitality and tourism enterprises. [2,3,4]
- 1.8 Identify elements required to ensure that an organization employs a high performance work practices (HPWP) [2,3,4]
- 1.9 Discuss the role of values, ethics, and corporate social responsibility in organizational development [2,3,4]
- 1.10 Identify the opportunities and challenges of globalization, workforce diversity and emerging employment relationships have on hospitality organizations [2,3,4]

Unit 2

- 2.1 Outline types of behaviours and factors that directly influence individual behaviour and performance. [2,3,4]
- 2.2 Relate how personality impacts individual and group behaviours [2,3,4,5]
- 2.3 Discuss how individual ethics and values in a diverse workforce impacts organizational outcomes [2,3,4,5]
- 2.4 Discuss factors that influence the perceptual process and ways to improve perceptions [2,3,4,5]
- 2.5 Operate successfully with employees from diverse cultural backgrounds [2,3]
- 2.6 Describe the role of emotional intelligence in the workplace. [2,4,5]
- 2.7 Identify the consequences of job dissatisfaction as well as strategies to increase organizational (affective) commitment. [2,3,4]
- 2.8 Describe the stress experience and review major stressors identifying methods of managing workplace stress. [2,3,4,5]

Unit 3

- 3.1 Define and discuss employee engagement, motivation and behaviour modification [2,3,4]
- 3.2 Write a specific plan for achieving effective supervisor-employee relationships [2,3,4]
- 3.3 Describe the characteristics of effective goal setting and feedback. [2,3,4]
- 3.4 Identify methods of improving reward effectiveness [2,3,4]
- 3.5 Define empowerment and identify strategies that support empowerment [2,3,4]
- 3.6 Outline elements and influences of self-leadership [2,3,4,5]
- 3.7 Demonstrate effective decision making [2,4]
- 3.8 Compare ideas and activities that support creativity in the workplace [2,3]
- 3.9 Identify the framework for optimal levels of employee involvement. [2,3,4]

Unit 4

- 4.1 Explain why employees join informal groups, and discuss the benefits and limitations of teams. [2,3,4]
- 4.2 Give examples of elements and factors that influence team effectiveness. [2,3,4]
- 4.3 Compare and contrast advantages of and problems with a variety of communication methods including verbal, nonverbal, formal and informal communications [2,3,4]
- 4.4 Discuss various barriers (noise) to effective communication, including cross-cultural and gender-based differences in communication. [2,3,4]
- 4.5 Demonstrate how to get your message across more effectively, and summarize the elements of active listening. [2,3,4]
- 4.6 Summarize various types of conflict and approaches for resolution [2,3,4]
- 4.7 Identify positive and negative consequences of conflict in the workplace [2,3,4]
- 4.8 Match conflict handling styles and the appropriate application of each [2,3,4]
- 4.9 Discuss managerial approaches to conflict management including third party dispute resolution. [2,3,4]

Unit 5

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| 5.1 | Identify common mistakes of first-time supervisors | [3] |
| 5.2 | Develop possible plans for managing your career | [4,5] |
| 5.3 | Discuss strategies for continued learning and becoming a more effective leader | [5] |
| 5.4 | Identify career goals, evaluate potential employers and determine a possible career path | [5] |

5. Resource Supplies

a. Required:

McShane, Steven L., Steen, Sandra L, Canadian Organizational Behaviour. 8th Edition. McGraw- Hill Ryerson Ltd., 2012.

McGraw – Hill Connect – Online Course Resources Access Code ~ 540 day

b. Supplemental:

Readings related to the course topic will be assigned for the purpose of discussion and review.

Various publications that discuss current issues in hospitality supervision including but not limited to magazines, trade journals and newspapers, Television and industry specific websites. Students should pay particular attention to new and unique techniques and communication methods.

Students are encouraged to share their relevant experiences with the rest of the class.

6. Methodology

This course will consist of discussions and audiovisual presentations designed to explain the concepts and principals necessary for successful completion of this course. Visiting guest speakers will be used as a means of sharing information. Case studies offer students an opportunity to be involved in actual problems or situations faced by Hospitality and Tourism professionals. Group/Individual papers and presentations will expose the students to the complexities of the hospitality and tourism environment as well as aid in the development of effective interpersonal skills.

7. Student Evaluations

The following elements will determine the student's final grade:

Individual Tests (2@20%, 1@15%)	55%
Team Tests (2@10%, 1@5%)	25%
Assignment	10%
Professional Behaviours & Peer Evaluations	10%

Missed Test Policy

All tests must be written and all assignments must be submitted to the instructor's satisfaction in order to receive a passing grade. If the student is not present for a quiz, the result will be recorded as a zero. The instructor may make an exception and allow the test to be written at a time other than the scheduled time provided that:

- A medical certificate is presented as proof of the student's inability to be present at the scheduled time
- The instructor has agreed in ADVANCE that there is justification for the student not being present at the scheduled time

Due Dates and Late Submissions

The student is expected to complete all assignments on time. All assignments are to be submitted during scheduled class time on the due date or as per faculty instruction. Late submissions will be penalized at 10% per day.

Final Grades

The round off mathematical principle will be used. Percentages are converted to letter grades and grade points as follows:

Mark (%)	Grade	Grade Point	Mark	Grade	Grade Point
94-100	A+	4.0	67-69	C+	2.3
87-93	A	3.7	63-66	C	2.0
80-86	A-	3.5	60-62	C-	1.7
77-79	B+	3.2	50-59	D	1.0
73-76	B	3.0	0-49	F	0.0
70-72	B-	2.7			

The passing grade in this course is a D. For further clarification, the student may consult with the Program Coordinator or the Dean.

8. Academic Integrity

Lambton College is committed to high ethical standards in all academic activities within the College, including research, reporting and learning assessment (e.g. tests, lab reports, essays).

The cornerstone of academic integrity and professional reputation is principled conduct. All scholastic and academic activity must be free of all forms of academic dishonesty, including copying, plagiarism and cheating.

Lambton College will not tolerate any academic dishonesty, a position reflected in Lambton College policy. Students should make themselves familiar with the Students Rights and Responsibilities Policy, located on the MyLambton website for details concerning academic dishonesty and the penalties for dishonesty and unethical conduct.

Questions regarding this policy, or requests for additional clarification, should be directed to the [Lambton College Centre for Academic Integrity](#)

9. Related Items

Students with Disabilities

If you are a student with a disability please identify your needs to the professor and/or the Accessibility Centre so that support services can be arranged for you. You can do this by making an appointment at the Accessibility Centre, Room L103 ext.3427 or by arranging a personal interview with the professor to discuss your needs.

Student Rights and Responsibility Policy

Acceptable behaviour in class is established by the instructor and is expected by all students. Any form of harassment or violence will not be tolerated. Action will be taken as outlined in Lambton College policy.

Cheating and plagiarism are serious academic offences subject to disciplinary action. It is the student's responsibility to be aware of the cheating policy as described in the Lambton College Student Rights and Responsibilities policy. For further information on all of these policies, links may be found on the Lambton College website.

Prior Learning Assessment Statement

This course is eligible for Prior Learning Assessment

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Yes

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No

If yes has been selected, you may choose to contact the Counselling Department for advice on Prior Learning Assessment.

Date of Withdrawal without Academic Penalty

Please consult the Academic Regulations and Registrar's published dates.

Waiver of Responsibility

Every attempt has been made to ensure the accuracy of this information as of the date of publication. The content may be modified, without notice, as deemed appropriate by the College.

Note: It is the student's responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.