

Montgomery County Community College
CUL 170
Management & Supervision
3-3-0

COURSE DESCRIPTION:

This course introduces the importance of management within the hospitality industry. Students will learn leadership styles, communication skills and proper management documents. Current management issues, stress management, professional ethics and labor laws are discussed to prepare students to become successful leaders within the hospitality industry. This course is subject to a course fee. Refer to <http://mc3.edu/admfin-aid/paying/tuition/course-fees> for current rates.

REQUISITES:

Previous Course Requirements

None

Concurrent Course Requirements

None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Analyze the various leadership & management styles and proper usage.	Written assignments & Lecture	Assignment
2. Prepare various job description formats and organizational charts.	Written assignments & Lecture	Assignment
3. Analyze labor laws and the effect on related industries.	Written assignments & Lecture	Assignment
4. Analyze different time management & problem solving skills.	Written assignments & Lecture	Assignment

5. Create an independently developed management manual for daily operations.	Written assignments & Lecture	Written Project
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At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria*.

SEQUENCE OF TOPICS:

1. Lecture: Course overview, Management and Theory of Management
2. Lecture: Labor Laws and Human Resource Management
3. Lecture: Human Resource Policies, Procedures, Record Keeping
4. Lecture: Employee On-boarding, Recruitment, Selection, Orientation
5. Lecture: Training Programs and Evaluation
6. Lecture: Compensation, Performance Management, and Appraisals
7. Lecture: Employee Health & Safety
8. Lecture: Unions, Collective Bargaining, Downsizing, Outsourcing
9. Lecture: Diversity in the Hospitality Industry
10. Lecture: Organizational change, Multigenerational Workforce, Career Development
11. Final Exam

LEARNING MATERIALS:

Hayes, David K. & Ninemeier, Jack D. *Human Resources Management In The Hospitality Industry 2nd ed.* New Jersey. Wiley. 2016

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Debra Hunt

Date: 3/2005

Revised by: Debra Hunt

Date: 3/2009

VPAA/Provost Compliance Verification: Dr. John C. Flynn, Jr.

Date: 9/11/2009

Revised by: Christopher Allen Tanner, CEC, WCC, CHE, AAC

Date: 12/2012

VPAA/Provost or designee Compliance Verification:

Victoria L. Bastecki-Perez, Ed.D.

Date: 1/14/2013

Revised by: Debra Hunt

Date: 1/27/2014

VPAA/Provost or designee Compliance Verification:

Victoria L. Bastecki-Perez, Ed.D.

Date: 1/31/2014

Revised by: Francine Marz, MBA, CEC

Date: 8/24/2015

Director of The Culinary Arts Institute

VPAA/Provost or designee Compliance Verification:

Victoria L. Bastecki-Perez, Ed.D.

Date: 12/22/2015

Revised by: Debbie Dalrymple

Date: 6/27/2016

VPAA/Provost or designee Compliance Verification:

Victoria L. Bastecki-Perez, Ed.D.

Date: 6/27/2016

Revised by: Joseph Jacques, CEPC

Date: 2/21/2018

VPAA/Provost or designee Compliance Verification:

Victoria L. Bastecki-Perez, Ed.D.

Date: 2/26/2018

Revised by: Joseph Jacques, CEPC

Date: 6/9/2021

VPAA/Provost or designee Compliance Verification:

Gloria Oikelome, Ed.D.

Date: 6/9/2021

Revised by: Joseph Jacques, CEPC

Date: 6/27/2023

VPAA or designee Compliance Verification:



This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.