

## Course Competencies Template - Form 112

| GENERAL INFORMATION   |   |   |  |
|---|---|---|--|
| Name: Shelly Fano/Ana Cruz  | Phone #: 305-237-3370   |   |  |
| Course Prefix/Number: HFT 1210  | Course Title: Human Resources   |   |  |
| Number of Credits: 3  |   |   |  |
| Degree Type   | <input type="checkbox"/> B.A. <input type="checkbox"/> B.S. <input type="checkbox"/> B.A.S <input checked="" type="checkbox"/> A.A. <input checked="" type="checkbox"/> A.S. <input type="checkbox"/> A.A.S.<br><input checked="" type="checkbox"/> C.C.C. <input type="checkbox"/> A.T.C. <input type="checkbox"/> V.C.C |   |  |
| Date Submitted/Revised:   | Effective Year/Term: 2009-1   |   |  |
| <input type="checkbox"/> New Course Competency <input checked="" type="checkbox"/> Revised Course Competency  |   |   |  |
| Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   |   |   |  |
| The above course links to the following General Education Outcomes: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Communication<br/> <input type="checkbox"/> Numbers / Data<br/> <input checked="" type="checkbox"/> Critical thinking<br/> <input checked="" type="checkbox"/> Information Literacy<br/> <input type="checkbox"/> Cultural / Global Perspective               </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Social Responsibility<br/> <input type="checkbox"/> Ethical Issues<br/> <input type="checkbox"/> Computer / Technology Usage<br/> <input type="checkbox"/> Aesthetic / Creative Activities<br/> <input type="checkbox"/> Environmental Responsibility               </td> </tr> </table> |   | <input checked="" type="checkbox"/> Communication<br><input type="checkbox"/> Numbers / Data<br><input checked="" type="checkbox"/> Critical thinking<br><input checked="" type="checkbox"/> Information Literacy<br><input type="checkbox"/> Cultural / Global Perspective | <input type="checkbox"/> Social Responsibility<br><input type="checkbox"/> Ethical Issues<br><input type="checkbox"/> Computer / Technology Usage<br><input type="checkbox"/> Aesthetic / Creative Activities<br><input type="checkbox"/> Environmental Responsibility |
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| Course Description:<br>In this introductory course, students will learn human resources management as applied to hospitality management. Areas to be covered will be recruitment, selection, training and motivation techniques applied to hospitality personnel. Understanding customers and how the hospitality personnel deal with conflict resolution will be explored.   |   |   |  |
| Prerequisite(s):  | N/A   |   |  |
| Co requisite(s):  | N/A   |   |  |

**Course Competencies:**

Competency 1: The student will be able to identify and describe contemporary issues in human resource management in the hospitality industry by:

1. Defining the primary human resource management (HRM) functions.
2. Discussing the role of the customer in HRM.
3. Discussing philosophies associated with HRM.

Competency 2: The student will be able to communicate effectively with personnel by:

1. Explaining the communication process.
2. Discussing effective face to face communication skills.
3. Describing techniques of active listening.

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Approved By Academic Dean Date: \_\_\_\_\_

Reviewed By Director of Academic Programs Date: \_\_\_\_\_

Competency 3: The student will be able to identify methods to manage change and conflict in the organization by communicating effectively with personnel by:

1. Identifying how individuals deal with change.
2. Explain techniques to help individuals overcome resistance to change.
3. Discussing typical situations of organizational change.

Competency 4: The student will be able to develop decision making skills by:

1. Identifying and describing the problem solving process.
2. Defining the terms perception and creativity and explain their value in problem solving.
3. Examine how individuals process information in arriving at decisions.

Competency 5: The student will be able to recruit, select, and orient employees :

1. Explaining the term recruiting.
2. Describing the role of reference and background checking.
3. Describing the importance of orientation and how it impacts the organization.

Competency 6: The student will be able to train, develop and appraise associates by:

1. Explaining how to conduct a needs analysis.
2. Describing the most typical types of training programs in the hospitality industry.
3. Discussing common methods used to appraise employee performance.

Competency 7: The student will be able to describe how to motivate employees by:

1. Defining the term motivation.
2. Discussing the role of money and other financial forms of motivation including incentive programs.
3. Explaining the role of feedback in measuring the effect of the motivation efforts.

Competency 8: The student will be able to develop and maintain a total quality service program by:

1. Defining the term total quality service.
2. Describing the most common service quality tools and techniques.
3. Describing ways that hospitality organizations obtain feedback on results.

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