Course Description

HFT1220 | Supervisory Development | 3.00 credits

This introductory course will assist students in learning basic supervisory skills. The students will learn how to conduct proper employee evaluations, as well as how to apply discipline. Effective communication techniques, use of delegation and diversity in the workforce are discussed. Issues concerning employee relations and current topics in management are addressed.

Course Competencies:

Competency 1: The student will demonstrate knowledge of the supervisor's function in a food service or hospitality operation by:

1. Analyzing the supervisor's responsibilities to owners, stakeholders, customers, and employees
2. Identifying essential management functions and explaining various management theories relating to food and lodging service operations
3. Analyzing various leadership theories and developing a leadership style
4. Identifying software applications for restaurant operations, including point of sale (POS) systems
5. Understanding the selection and implementation of systems and examining the effective use of technology in the food service industry

Competency 2: The student will demonstrate an understanding of the importance of diversity, effective communication, and motivation in the workplace by:

1. Analyzing demographic changes taking place in the labor market and how those changes impact employment in food service
2. Explaining current affirmative action policy
3. Identifying motivational techniques, techniques for building a positive work climate and working effectively with unions

Competency 3: The student will demonstrate an understanding of the methods of recruiting and hiring employees by:

1. Evaluating tasks for all basic food service and lodging positions and writing compelling job descriptions
2. Evaluating recruiting food service or lodging employees from various population demographics
3. Evaluating how to avoid discriminatory language and practices when recruiting, interviewing, and hiring
4. Describing the process of screening applicants and selecting employees using standard, objective guidelines

Competency 4: The student will demonstrate an understanding of the various techniques for training, evaluating, and disciplining employees by:

1. Listing benefits of comprehensive employee training, individually and in groups
2. Evaluating how to conduct a practical new-hire orientation and how to communicate important information to new employees
3. Evaluating how to conduct performance evaluations consistently, objectively, and legally
4. Listing circumstances that justify termination and the most common wrongful termination charges
5. Discussing the importance of managing a safe and secure workplace and good employee physical and mental health
6. Identifying the leadership role in sharing the organization's ethical culture and understanding the challenges

Competency 5: The student will demonstrate an understanding of various management topics, including leadership, delegation, problem-solving, decision making, and conflict resolution as they relate to food service establishments by:

1. Explaining the relationship between problem solving and decision making
2. Explaining the benefits of proper conflict resolution techniques

3. Describing legal issues and their impact on successful supervision
4. Developing an understanding of personal leadership styles, ethical challenges, preferences, and decisions facing leaders

Learning Outcomes:
- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Use computer and emerging technologies effectively
- Describe how natural systems function and recognize the impact of humans on the environment