SYLLABUS

DATE OF LAST REVIEW: 02/2013

CIP CODE: 12.0505

SEMESTER: Departmental Syllabus

COURSE TITLE: Hospitality and Restaurant Management

COURSE NUMBER: CULN0190

CREDIT HOURS: 3

INSTRUCTOR: Departmental Syllabus

OFFICE LOCATION: Departmental Syllabus

OFFICE HOURS: Departmental Syllabus

TELEPHONE: Departmental Syllabus

EMAIL: KCKCC issued email accounts are the official means for electronically communicating with our students.

PREREQUISITES: None

REQUIRED TEXT AND MATERIALS:
Please check with the KCKCC bookstore, http://kckccbookstore.com/, for the required texts for your particular class.

COURSE DESCRIPTION: This course is part of a series of courses that students can obtain a certificate in after completing the material and passing the exam. We will focus on leadership roles including management; employee issues; communication; problem solving and other items important in management.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These may include but are not limited to lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, and panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE:
I. Leadership, Goal Setting and Communication in the Hospitality and Restaurant Industry
   A. Managing
   B. Qualities of a leader
   C. Setting the right course for your organization
   D. Keeping things in Balance
   E. Goal setting
   F. Importance of effective communication
   G. Effective speaking and listening
II. Managing Compensation and Terminations
   A. Policies and procedures for employee wage and compensation
   B. Merit pay policies and guidelines
   C. Confidentiality of payroll information
   D. Types of terminations
   E. Steps for managing, conducting, and defending involuntary terminations
III. Motivation, Teamwork and Employee Development
   A. Building a positive work climate that motivates employees.
   B. Conflict resolution
   C. Employee performance appraisals
   D. Delegation
   E. Importance of teamwork
   F. Stages of team growth
   G. Goal setting with a team
   H. Managing team-based projects
IV. Scheduling
   A. Master schedules
   B. Scheduling consideration
   C. Creating schedules and backup strategies
   D. Develop and prepare a management schedule
V. Dimensions of Problem Solving
   A. Importance of problem solving
   B. How to develop a problem-solving model
   C. Consequences of improperly solving a problem
   D. Crisis management
VI. Planning and Conducting Effective Meetings
   A. Why people dislike meetings
   B. Planning effective meetings
   C. Conducting effective meetings

EXPECTED LEARNER OUTCOMES:
A. Explore the dynamics of leadership through the qualities that make an excellent leader, goal setting and effective communication.
B. Understand the managerial side of compensation and terminations
C. Understand how to effectively motivate, incorporate teamwork and develop employees to create a positive workplace environment.
D. Understand and create schedules within a foodservice establishment.
E. Identify and practice effective problem solving strategies and discuss consequences of
inappropriately solving problems.

F. Create a plan to conduct effective and efficient meetings.

COURSE COMPETENCIES:

_explore the dynamics of leadership through the qualities that make an excellent leader, goal setting and effective communication._

1. Identify and discuss the importance of leadership and ethics in foodservice.
2. Describe the relationship between vision, mission, values, goals and job performance.
3. Identify factors that contribute to stress and how stress can be minimized or prevented.
4. Identify key elements of time management.
5. Identify and use different types of goals.
6. Describe factors that affect contribution levels by teams and individuals.
7. Write objectives that apply SMART criteria.
8. Explain and apply process steps in goal setting, managing, monitoring and evaluating.
9. Explain the role of communications in the goal-setting process.
10. Describe and apply the communication process with various audiences.
11. Identify and demonstrate characteristics of effective speaking.
12. Identify types of nonverbal communication.
13. Describe characteristics of effective listening.
14. Identify various formats that a message can take for use with staff and external audiences.

_understand the managerial side of compensation and terminations_

15. Establish a policy and procedure for determining employee compensation.
17. Maintain confidentiality of payroll information.
18. Differentiate between voluntary and involuntary termination.
20. Explain the guidelines that apply to unemployment compensation laws.

_understand how to effectively motivate, incorporate teamwork and develop employees to create a positive workplace environment._

21. Explain methods of motivating employees and challenges that come with motivation.
22. Identify ways to create a positive work environment.
23. Identify and demonstrate relationship building skills.
24. Describe guidelines and processes for a harassment-free work environment.
25. Explain and conduct an employee performance appraisal.
26. Explain how to delegate responsibilities to an employee.
27. Identify the advantages and disadvantages of teams.
28. Identify management behaviors that support or hinder team development, growth and goal setting.
29. Describe an effective way to manage team-based projects.

_understand and create schedules within a foodservice establishment._

30. Describe the components of a master schedule and the importance of each.
31. Determine if payroll standards are met on a master schedule.
32. Explain the use of a deployment chart.
33. Describe the importance of backup strategies in developing schedules.
34. Prepare a management schedule.
35. Explain factors to consider in the development of employee schedules.
36. Develop a crew schedule.
37. Describe how FLSA and FMLA affect scheduling in a restaurant.
38. Describe the importance of cross-training staff and the use of floaters.

*Identify and practice effective problem solving strategies and discuss consequences of inappropriately solving problems.*

39. Explain the importance of applying a problem-solving model to daily operations.
40. Describe and apply a problem-solving model.
41. Give examples of consequences to a business of improperly solving a problem.
42. Describe how different types of crises can be prevented.
43. Create an evacuation plan.
44. Describe the elements of an effective media policy.

*Create a plan to conduct effective and efficient meetings.*

45. Identify different meeting types.
46. Describe the steps in planning a meeting.
47. Identify the components of an agenda.
48. Develop an agenda for a meeting.
49. Identify factors that lead to successful meetings.
50. Describe the steps in conducting a meeting.
51. Identify the parts of meeting minutes.

**ASSESSMENT OF LEARNER OUTCOMES:**
Student progress is evaluated by means that include, but are not limited to, exams, written assignments, and class participation.

**SPECIAL NOTES:**

This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student’s progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title IX of the Educational Amendments of 1972, require the college’s policy on non-discrimination
be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center at (913) 288-7670 V/TDD.