

J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: HRI 241

Course Title: Supervision in the Hospitality Industry

Course Description

Provides a comprehensive review of considerations for preparing students to become effective supervisors in restaurants and lodging operations.

General Course Purpose

This course is designed to provide students with the principles of supervision and leadership as they apply specifically to the hospitality industry.

Course Prerequisites/Corequisites

None

Course Objectives

Upon completing the course, the student will be able to:

1. Identify appropriate verbal communications dynamics for conducting effective supervision.
2. Coordinate recruitment activities with the human resources department of a hospitality business.
3. Discuss principles of training, forecasting, coaching, mentoring and discipline.
4. Identify issues related to organized labor and union shops.
5. Explain principles of leadership and employee motivation.
6. Identify conflict resolution techniques.
7. Provide leadership and support toward organizational change.

Major Topics to be Included

1. Fundamental supervisory responsibilities.
2. Effective supervisory communications.
3. Hospitality recruitment.
4. Supervisor responsibilities in the training process.
5. Base adjustment forecasting method and the moving average forecasting method.
6. Coaching, counseling and disciplining.
7. Progressive disciplinary programs.
8. Organized labor.
9. Team leadership.
10. Employee participation in department activities.
11. Conflict resolution.
12. Strategies for dealing with work interruptions.
13. Resistance to change.
14. Personal development and career development planning.