

Date Prepared: July 25, 2000

COURSE OUTLINE

 New x Revised

Effective Date: August 21, 2000

1. **COURSE PREFIX NUMBER:** HRI 140 **CREDIT HOURS:** 3
2. **COURSE TITLE:** Fundamentals of Quality for the Hospitality Industry
3. **PREREQUISITES:** None
4. **COURSE DESCRIPTION:** Teaches quality in the hospitality industry, including material on the total quality management movement. Emphasizes quality from the customer's perspective. Lecture 3 hours per week.
5. **CONTENT:** (Major Headings)
 - a. This course consists of the study of organizational structures and behaviors, leadership and management, development of the quality movement, the Malcolm Baldrige National Quality Award, hospitality industry leaders in quality, fundamentals of quality service, concepts of continuous improvement, power and empowerment, personal and organizational communication, goal-setting, coaching, conflict-management, workplace teams, workplace diversity, and management of organizational change.
6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to

- a. Profile the changing nature of leadership and management in the hospitality industry.
- b. Identify the principal authors in the field of quality management and analyze their contribution to the body of knowledge.
- c. Comprehend how a hospitality enterprise may achieve validated world-class quality.
- d. Define an operational model for quality service.
- e. Understand continuous quality improvement processes and tools.
- f. Profile the dynamics of power and empowerment in quality management.
- g. Profile effective communication skills of hospitality professionals.
- h. Profile the managerial skills of goal setting, coaching, and conflict-management.
- i. Profile the development and dynamics of high-performance teams.
- j. Comprehend the challenge and management of workplace diversity.
- k. Profile the management of organizational change.