Course Number and Title: MGT 248 Culinary Supervisory Development

Campus Location:
Dover, Stanton

Effective Date:
2019-51

Prerequisite:
ENG 090 or ENG 091, MAT 010, (CUL 121 or HRI 101)

Co-Requisites:
None

Course Credits and Hours:
3.00 credits
3.00 lecture hours/week
0.00 lab hours/week

Course Description:
In this course, students explore human resource management in the food service industry. Topics include legal issues, training, interviewing, and employee-employer relations.

Required Text(s):
Obtain current textbook information by viewing the [campus bookstore - https://www.dtcc.edu/bookstores](https://www.dtcc.edu/bookstores) online or visit a campus bookstore. Check your course schedule for the course number and section.

Additional Materials:
None

Schedule Type:
Classroom Course

Disclaimer:
None

Core Course Performance Objectives (CCPOs):

1. Describe the supervisor's function in a food service operation. (CCC 1, 2, 3, 4, 5, 6; PGC 6, 7, 8)
2. Describe diversity, effective communication, and motivation in the workplace. (CCC 1, 2, 3, 4, 5; PGC 6, 7)
3. Examine methods of recruiting and hiring employees. (CCC 1, 2, 3, 4, 5; PGC 6, 7)
4. Describe various techniques for training, evaluating, and disciplining employees. (CCC 1, 2, 3, 4; PGC 6, 7)
5. Explain the different stages of planning and decision making. (CCC 1, 2, 3, 4, 5, 6; PGC 6, 7)
6. Explain effective delegation and supervision. (CCC 1, 2, 3, 4; PGC 6)

See Core Curriculum Competencies and Program Graduate Competencies at the end of the syllabus. CCPOs are linked to every competency they develop.

Measurable Performance Objectives (MPOs):
Upon completion of this course, the student will:

1. Describe the supervisor's function in a food service operation.
    1. Describe the supervisor's position in the organization of a hospitality operation.
    2. Discuss the supervisor's responsibilities to owners, customers, and employees.
    3. Describe basic management functions.
    4. Explain the flex style of management.
    5. Explain various management theories relating to food service operations.
    6. Describe various leadership theories, and develop a leadership style.
2. Describe diversity, effective communication, and motivation in the workplace.
    1. Describe demographic changes taking place in the labor market and how those changes impact employment in food service.
    2. Discuss how to manage diversity issues positively.
    3. List six elements of successful communication.
    4. Describe principles for listening, giving instructions, and writing effectively.
    5. Explain what employees expect from supervisors.
    6. Discuss motivational techniques.
    7. Discuss techniques to build a positive work climate.
    8. Describe how to work effectively with unions.
3. Examine methods of recruiting and hiring employees.
    1. Outline work units and tasks for various food service positions.
    2. Write effective job descriptions.
    3. Outline performance standards for various food service positions.
    4. Discuss recruiting food service employees from various population segments.
    5. Identify and explain how to avoid discriminatory language and practices in recruiting, interviewing, and hiring.
    6. Develop job specifications for all food service positions.
    7. Discuss screening of applicants and selection of employees using standard, objective guidelines.
4. Describe various techniques for training, evaluating, and disciplining employees.
    1. List the benefits of employee training.
    2. Describe how to conduct an effective orientation and how to communicate important information to new employees.
    3. Develop a unit-training plan.
    4. Describe formalized job instruction training.
    5. Describe how to train groups effectively.
    6. List obstacles to learning.
    7. Identify when employee retraining is necessary.
    8. List the uses and benefits of performance reviews.
    9. Describe how to conduct performance evaluations consistently, objectively, and legally.
    10. Describe and give examples of the four essential elements of successful employee discipline.
    11. List positive and negative approaches to discipline.
    12. Describe how to administer discipline effectively.
    13. List circumstances that justify termination.
    14. List the most common charges of wrongful termination.
    15. Discuss how to prevent and effectively deal with sexual harassment and substance abuse problems.
5. Explain the different stages of planning and decision making.
    1. List the steps in the planning process.
    2. Describe different types of plans.
    3. Discuss how an employee can overcome resistance to change.
    4. List established time management techniques.
    5. Explain the relationship between problem solving and decision making.
    6. Discuss advantages and disadvantages of participative problem solving.
6. Explain effective delegation and supervision.
    1. Explain how delegation benefits supervisors, employees, and the operation.
    2. Describe why some managers and/or employees resist delegation.
    3. Discuss the importance of managing a safe and secure workplace and good employee health.
    4. Describe legal issues and unions and their impact on successful supervision.
    5. Compare and contrast conflict resolution skills.
    6. Explain how ethical behavior and mentoring are functions of supervision.

Evaluation Criteria/Policies:

Students must demonstrate proficiency on all CCPOs at a minimal 75 percent level to successfully complete the course. The grade will be determined using the Delaware Tech grading system:

92	–	100	=	A
83	–	91	=	B
75	–	82	=	C
0	–	74	=	F

Students should refer to the Student Handbook - https://www.dtcc.edu/handbook for information on the Academic Standing Policy, the Academic Integrity Policy, Student Rights and Responsibilities, and other policies relevant to their academic progress.

Final Course Grade:

Calculated using the following weighted average

Evaluation Measure	Percentage of final grade
Exams (4-6 Equally Weighted, Summative)	30%
Assessments (4-8 Equally Weighted, Formative)	10%
Leadership Paper (Summative)	30%
Project (Summative)	25%
Presentation (Summative)	5%
TOTAL	100%

Core Curriculum Competencies (CCCs are the competencies every graduate will develop):

1. Apply clear and effective communication skills.
2. Use critical thinking to solve problems.
3. Collaborate to achieve a common goal.
4. Demonstrate professional and ethical conduct.
5. Use information literacy for effective vocational and/or academic research.
6. Apply quantitative reasoning and/or scientific inquiry to solve practical problems.

Program Graduate Competencies (PGCs are the competencies every graduate will develop specific to his or her major):

1. Perform standard culinary procedures using the appropriate knives, tools, and equipment.
2. Explain and apply the basic principles of sustainability, food sanitation, and safety in the work environment.
3. Use principles of food preparation to produce a variety of hot and cold food products within realistic time constraints.
4. Apply the fundamentals of baking science to the preparation of a variety of products.
5. Apply the principles of nutrition to menu development and food preparation.
6. Evaluate styles of leadership, and develop skills in human relations and personnel management.
7. Apply the principles of menu planning and cost controls for sustainable purchasing of food and non-food items.
8. Perform dining room service functions and quality customer service.
9. Categorize alcoholic and non-alcoholic beverages, and explain laws and procedures related to responsible alcohol service.

Disabilities Support Statement:

The College is committed to providing reasonable accommodations for students with disabilities. Students are encouraged to schedule an appointment with the campus Disabilities Support Counselor to request an accommodation needed due to a disability. A listing of campus Disabilities Support Counselors and contact information can be found at the disabilities services - https://www.dtcc.edu/disabilitysupport web page or visit the campus Advising Center.