

University of Hawai'i



K A P I ' O L A N I C O M M U N I T Y C O L L E G E

## Hospitality and Tourism Education Department

Fall 2013

### Course Syllabus

**COURSE:** **HOST 290 – Hospitality Management**  
**CRN:** 32019 (3 credits)  
**TIME:** Wednesday and Friday: 8:30 a.m. to 9:45 a.m.  
**LOCATION:** Olapa 116  
**INSTRUCTOR:** Dr. Laure S. Burke  
**PHONE:** (808) 734-9793  
**EMAIL:** [lsburke@hawaii.edu](mailto:lsburke@hawaii.edu)  
**OFFICE HOURS:** Olapa 122 – Wednesday, 9:45 a.m. to 11:00 a.m.;  
 Thursday, 1:30 p.m. to 2:30 p.m.  
 You can also e-mail me for an appointment and I will meet you at your convenience.

**MAILBOX:** Olapa 112

#### REQUIRED TEXTBOOKS:

Kavanaugh, Raphael R. & Ninemeier, Jack D. (2013). *Supervision in the Hospitality Industry* (5<sup>th</sup> ed.) ISBN 978-0-86612-405-8

Say, Rosa (2004). *Managing with Aloha: Bringing Hawaii's Universal Values to the Art of Business*. Waikoloa, Hawaii: Ho'ohana Publishing. ISBN 0-9760190-0-0

*Supervision in the Hospitality Industry* needs to be a NEW book that includes a computer final exam scantron sheet if you would like the opportunity to earn an AH&LA Educational Institute Certification.

**RESOURCES:** [laulima.hawaii.edu](http://laulima.hawaii.edu) HOST 290 course site to view and print course syllabus and other pertinent information.

#### Course Description:

HOST 290 is the study of the management process in hospitality operations, focusing on the managerial functions of planning, organizing, coordinating, staffing, directing, controlling and evaluating to bring about organizational effectiveness. Scenarios, case studies and role playing exercises typical of the hospitality industry have been developed to reinforce principles.

HOST 290, FA 2013, CRN 32019 (8/26/13)



### **Course Competencies/ Learning Outcomes:**

Upon successful completion of HOST 290, you should be able to:

1. Define fundamental supervisory responsibilities.
2. Identify the steps supervisors can take to communicate effectively on the job.
3. Plan an orientation and training session.
4. Forecast business volume using the base adjustment forecasting method and the moving average forecasting method.
5. Describe the important laws and legal concerns that affect hospitality supervisors.
6. Explain conflict management styles and evaluate situations when to apply them.
7. Analyze time usage to create more effective procedures and reduce time robbers.
8. Describe actions that supervisors can take to minimize employee resistance to change.
9. Explain the importance of, and develop a personal career advancement plan.
10. Relate Hawaiian values in management practices.
11. Explain leadership styles, factors affecting them, and how to apply them in a hospitality organization.
12. Explain various motivational theories.
13. Differentiate between management and leadership, and describe issues supervisors should be aware of as they assume the role of a team leader.
14. Describe the process of effective employee recruitment and selection.
15. Explain the different approaches to performance evaluation and describe appropriate situations to apply to each approach.
16. Define the components of a progressive disciplinary program and determine the appropriate responses to various infractions.
17. Describe the role unions play within the hospitality industry and define what strategies and actions are appropriate or inappropriate during union organizing activities and how to manage in a union environment.

The HOST 290 competencies/learning outcomes connect to the student learning outcomes of the HOST Program (updated spring 2012). Students should be able to

1. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.
2. Apply the concepts and skills necessary to achieve guest satisfaction.
3. Demonstrate leadership and teamwork to achieve common goals.
4. Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
5. Communicate effectively and confidently in the classroom, community and industry.
6. Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

7. Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

9. Demonstrate ability to perform basic and supervisory level job functions in travel/tourism and hotel/restaurant careers.

### Course Format and Schedule:

The class utilizes a combination of lecture, discussion, case studies, group activities, assignments and tests. You are urged to share your thoughts, experiences, and ask questions through-out the course.

The course schedule below will guide you through the HOST 290 requirements on a weekly basis. Following the schedule will ensure your success in class.

Note: The HOST 290 course schedule is subject to change based on the class needs.

WEEK	DATE	ACTIVITY	Course Competencies/ Learning Outcomes	Required Reading Assignments
1	8/28	Course Introduction		
	8/30	<i>Managing with Aloha</i> Assignment Professional Development Assignment	9,10	<i>Supervision in Hospitality Industry-</i> Chapter 1
2	9/4	Chapter 1 – Supervisor and the Management Process <b>Class Assignment 1</b> - Case Study “ <i>I never wanted to be a supervisor anyway</i> ”	1,2,	<i>Supervision in Hospitality Industry-</i> Chapter 2
	9/6	(CONTINUE) Chapter 1 –Supervisor and the Management Process <b>Class Assignment 2</b> – Management Components  Chapter 2 –Effective Communication	1,2,	
3	9/11	(CONTINUE) Chapter 2 – Effective Communication <b>Class Assignment 3</b> - Training Team (Part 1)	1,2	<i>Supervision in Hospitality Industry-</i> Chapter 3

	9/13	Chapter 3 – Recruitment and Selection <b>Class Assignment 4</b> – Case Study <i>“Hobson’s choice: Finding the best server for the job”</i>	14	<i>Supervision in Hospitality Industry- Chapter 4</i>
4	9/18	Chapter 4 – Training and Orientation <b>Class Assignment 5</b> – Training Team (Part 2)	3	
	9/20	(CONTINUE) Chapter 4 – Training and Orientation Team Meetings	3	
5	9/25	(CONTINUE) Chapter 4 – Training and Orientation Team Meetings	3	
	9/27	<b>Class Assignment 6</b> – Training and Orientation Presentation (Teams 1, 2 & 3)	3	
6	10/2	<b>Class Assignment 6</b> – Training and Orientation Presentation (Teams 4, 5 & 6) Review Chapters 1 to 4		
	10/4	<b>PROGRESS TEST 1 - Chapters 1 to 4</b>		<i>Managing with Aloha- pages xii to 91</i>
7	10/9	<b>Managing With Aloha Chapters 1 to 6 Presentations</b>	10	<i>Supervision in Hospitality Industry- Chapter 5</i>
	10/11	Chapter 5 – Managing Productivity and Controlling Labor Costs <b>Class Assignment 7</b> – Productivity Standards	4	<i>Supervision in Hospitality Industry- Chapter 6</i>
8	10/16	Chapter 6 - Evaluating & Coaching <b>Class Assignment 8</b> – Case Study <i>“Raising the performance bar”</i>	15	<i>Supervision in Hospitality Industry- Chapter 7</i>
	10/18	Chapter 7 - Discipline <b>Class Assignment 9</b> – Case Study <i>“Explosion in the kitchen”</i>	16	<i>Supervision in Hospitality Industry- Chapter 8</i>

9	10/23	Chapter 8 - Special Supervisory Concerns <b>Class Assignment 10</b> – Sexual Harassment Situations; Union Issues; Ethics Scenarios Review Chapters 5 to 8	5,17	
	10/25	<b>PROGRESS TEST 2- Chapters 5 to 8</b>		<i>Managing with Aloha</i> – pages 92 to 159
10	10/30	<b>Managing With Aloha</b> <b>Chapters 7 to 12 Presentations</b>	10	<i>Supervision in Hospitality Industry-</i> Chapter 9
	11/1	Chapter 9 - Team Building <b>Class Assignment 11</b> – Team Building Scenario	11	<i>Supervision in Hospitality Industry-</i> Chapter 10
11	11/6	Chapter 10 - Motivation Through Leadership <b>Class Assignment 12</b> – Motivation Reflection/Leadership Styles Expert Teams  Time Management Log/Matrix for Time Management Analysis Assignment	12,13  7	<i>Supervision in Hospitality Industry-</i> Chapter 11
	11/8	Chapter 11 - Managing Conflict <b>Class Assignment 13</b> – Leadership Styles	6	<i>Supervision in Hospitality Industry-</i> Chapter 12
12	11/13	Chapter 12 – Time Management <b>Time Management Analysis Paper Due</b>	7	
	11/15	(CONTINUE) Chapter 12 – Time Management <b>Class Assignment 14</b> – Time Management Simulation	7	<i>Supervision in Hospitality Industry-</i> Chapter 13

13	11/20	Chapter 13 - Managing Change <b>Class Assignment 15</b> – “Who’s Moving My Cheese?”	8	<i>Managing with Aloha</i> - pages 160 to 228
	11/22	(CONTINUE)Chapter 13 - Managing Change Review Chapters 9 to 13 <b>Management with Aloha Book Review/Reflection Due</b>	8	
14	11/27	<b>PROGRESS TEST 3 - Chapters 9 to 13</b>		
	11/30	Holiday: Thanksgiving Holiday		
15	12/4	<b><i>Managing With Aloha</i></b> <b>Chapters 13 to 18 Presentations</b>	10	<i>Supervision in Hospitality Industry</i> - Chapter 14
	12/6	Chapter 14 -- Professional Development <b>Professional Development Assignment Due</b>	9	
16	12/11	Review for Final/Certification Exam		
Final Exam Period	12/18	<b>FINAL EXAM 7:45 a.m. to 9:45 a.m.</b>		Bring # 2 Pencil & AH&LA Computer Scantron Answer Sheet for Certification Exam

**Course Requirements and Expectations:**

Read and adhere to all course requirements, expectations, and assignment policies listed in this course syllabus. Like the ever-changing hospitality industry, there may be changes to the above schedule. As new developments arise, I will introduce them in class. Occasionally, there are opportunities for students to participate in various hospitality campus events and activities. These events are excellent if you want to gain experiences and meet individuals who are working in the hospitality industry. I encourage you to participate in these events.

**In-Class and Homework Assignments:**

Please note the class and homework assignments that are listed on the course schedule. Read your textbook chapters prior to class to familiarize yourselves with the information that will be covered. This will enhance class discussions and content preparation. Please keep up with your chapter readings and assignments. These assignments must be turned in on assigned days. Grading rubrics/criteria for each assignment will be provided to you in class; therefore, you must attend class to get the instructions for these in-class assignments. If you are absent you may not make up these assignments, as these are in-class group assignments.

**Test and Quizzes:**

Both must be taken on scheduled days. Make-ups or exceptions may be considered for emergencies or extraordinary circumstances only if I am notified before the scheduled test class time. Test taken after the assigned test date will receive a minimum deduction of 10 points. No electronic or hardcopy dictionaries allowed during testing.

**Attendance:**

Attendance is expected at all class sessions, and is essential to passing this class. If you have an unexcused absence, you are responsible for any lessons missed.

**Classroom Etiquette:**

In school and in the classroom, you are practicing professionals and in an effort to simulate the real world of working in the hospitality and tourism industry, you are expected to follow certain conduct and etiquette guidelines. Consider class as if you were in a business meeting with your bosses and colleagues. As in the real world, inappropriate behavior in the classroom is a reflection of you and will not be tolerated. These behaviors include, but are not limited to: texting, emailing, searching the web, smoking (actual cigarettes or cigarette-like devices), using cell or smart phones, and engaging in any disruptive behavior. While it might be necessary on occasion to leave the classroom during proceedings, you should do so in a respectful way that minimizes the disruption to the presenter and the participants. If you have pressing, important matters to attend to, please take care of them away from the classroom

**Student Conduct Code** (Please see KCC Catalog):

As stated in the KCC catalog, academic dishonesty, cheating and plagiarism are a violation of the Student Conduct Code and may result in expulsion from Kapi'olani Community College. Students caught cheating will receive an automatic F and face the standard University System disciplinary action process.

**Disability Statement:**

If you have a disability and have not voluntarily disclosed the nature of your disability and support that you need, you are invited to contact the Special Student Services Office, 734-9552, Ilima 103 for assistance.

**First or Second Semester Students:**

If you are you a first- or second-semester student with questions about campus services available to you or need to know who to contact for advising about courses for your major, you are invited to contact the First-Year Experience (FYE) initiative at [kapstart@hawaii.edu](mailto:kapstart@hawaii.edu) or call us at 734-9245.

**Grade Points for Assignments & Tests:**

You can earn a total of 500 points in this course and a standard grading scale will be used. A variety of assessment instruments will be used. Due dates are listed in the weekly schedule. A summary of all items is listed in the table below:

<b>Item</b>	<b>Total Possible Points</b>	<b>Your Earned Points</b>	<b>Course Competencies</b>	<b>Program Student Learning Outcomes</b>
Progress Test 1. Chapters 1 to 4	50		1,2,3,14	1,2,3,4,5,6,8
Progress Test 2. Chapters 5 to 8	50		4,5,15,16,17	1,3,4,5,6
Progress Test 3. Chapters 9 to 14	50		6,7,8,11,12,13,	1,3,4,5,6
In-Class Assignments/Case Studies	150		1,2,3,5,6,7,11,12, 13,14,15,16,17	1,2,3,4,5,6,8
Managing with Aloha Book Review and Reflection	60		10	1-8
Professional Development Assignment	20		9	1,3,4,5,9
Time Management Analysis Paper	20		7	1,3,4,5
Extra Credit Volunteer Opportunities	-----		-----	-----
Final Exam	100		1-8;11-17	1,2,3,4,5,6,8
<b>TOTAL POINTS</b>	500			

**Grading Scale:**

<b>A</b>	<b>90-100%</b>	<b>450-500 points</b>
<b>B</b>	<b>80-89%</b>	<b>400-449 points</b>
<b>C</b>	<b>70-79%</b>	<b>350-399 points</b>
<b>D</b>	<b>60-69%</b>	<b>300-349 points</b>
<b>F</b>	<b>0-59%</b>	<b>0-299 points</b>



**Optional Workshops:**

Free Secrets of Success (SOS) workshops are available for all students. The goal of the workshops is to help you to succeed in your college classes. You will be required to submit various HOST 290 assignments in Laulima. If you are unfamiliar with Laulima, I recommend that you attend the following workshop: Laulima for Students. Here is the URL to the SOS workshop schedule

<http://library.kcc.hawaii.edu/SOS/>

**A Word about Consent:**

Your continued enrollment in this class beyond the first meeting will indicate that you fully understand and agree to the terms in this course description and syllabus.

*~Mahalo~*