

## COURSE OUTLINE

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DEPARTMENT:	Professional Technical Education
CURRICULUM:	BAS/Hospitality Management
COURSE TITLE:	Hospitality Management
COURSE NUMBER:	HMG 302
TYPE OF COURSE:	Lecture
COURSE LENGTH:	1 quarter
CREDIT HOURS:	5
LECTURE HOURS:	55
LAB HOURS:	0
CLASS SIZE:	30
PREREQUISITES:	Students must be enrolled as BAS students in the Hospitality Management Program or approved by instructor.
COURSE DESCRIPTION:	This is a survey class consisting of a study of management theories, functions, methods, and concepts applied to hospitality settings.

## STUDENT LEARNING OUTCOMES ADDRESSED:

- 1. Communication**
  - Read and listen actively to learn and communicate.
  - Speak and write effectively for academic and career purposes.
- 2. Human Relations**
  - Use social interactive skills to work in groups effectively.
  - Have knowledge of the diverse cultures represented in our multicultural society.
- 3. Critical Thinking & Problem-Solving**
  - Think critically in evaluating information, solving problems and making decisions.
- 4. Technology**
  - Select and use appropriate technological tools for academic and career tasks.
- 5. Personal Responsibility**
  - Uphold the highest standard of academic honesty and integrity.

- Respect the rights of others in the classroom, online and in all other school activities.
  - Attend class regularly, complete assignments on time and effectively participate in classroom and online discussions, group work and other class-related projects and activities.
  - Abide by appropriate safety rules in laboratories, shops and classrooms.
- 6. Information Literacy**
- Independently access, evaluate and select information from a variety of appropriate sources.
  - Have knowledge about legal and ethical issues related to the use of information.
  - Use information effectively and ethically for a specific purpose.

#### PROGRAM OUTCOMES:

1. Describe a hospitality business philosophy.
2. Utilize computer technology.
3. Demonstrate a competency in understanding and executing human resource; policy and practices consistent with organization objectives and third party regulatory entities.
4. Demonstrate knowledge in personal skills as it pertains to the hospitality industry including professional business etiquette and ethics.
5. Apply basic principles of management and leadership.
6. Recognize diversity of cultural influences and values.
7. Manage and implement daily operations of a hospitality enterprise.
8. Understand and apply basic principles of business law and ethics.

#### GENERAL COURSE OBJECTIVES:

After successfully completing this course the student will be able to:

1. Trace and explain the development of management theory through the various schools and examine current management theory.
2. List and discuss various leadership styles used in business, and specifically the hospitality industry, and the assumptions underlying these various styles.
3. Explain the traditional functions of management (planning, organizing, directing, and controlling), and explain why a gap exists between them and actual behavior of managers.
4. Describe the types and sources of organizational and personal power, the typical responses to each type of power, and methods to enhance power and build alliances.
5. Explain the four fundamental steps of a continuous-improvement process, and identify and describe tools commonly used in the process.
6. Understand the importance and nature of goal-setting in an organization. Describe the nature of and need for coaching in today's hospitality organizations, and list guidelines that can help managers handle organizational conflict.
7. Identify forces of change that make team-building a high priority for many hospitality organizations, and describe the stages a work team goes through during its development.

8. Explain the ways in which the workforce is changing and how it is becoming more diverse
9. Apply the principles of moral reasoning and development in making ethical decisions.
10. Work effectively on a team for successful completion of a project through identification of personal strengths and development of an appreciation for the strengths of others, regardless of their role on the team.