

PROPOSAL FOR COURSE CHANGE

To: Curriculum Committee

From: Parks, Recreation and Hospitality Administration (PRHA)

Date submitted: August 18, 2008

Request for: Course addition

Submitted by: Theresa Herrick

Approved by: Department Head:

Dean of School:

Reviewed by: Registrar:

Vice President:

- I. **Catalog description:** This course provides comprehensive coverage of the principles, theories, human-relations techniques, leadership styles, and decision-making skills that are required to manage a team to profitable results in the food service and lodging industries.

Number: HA 2013- 2023

Title for Catalog: Hospitality Supervision and Leadership

Title for Inventory: Hospitality Supervision

Effective date or term: Fall 2009

- II. Justification and feasibility of course:

A. What is the need for this course? Who will take it?

1. Students will identify and demonstrate leadership characteristics relevant to the hospitality industry.
2. Students will differentiate supervision methods and their overall relevance to the hospitality industry.

app CC 9/19/08
app FS 10/8/08

3. Students will appraise the relationship that exists between supervision and leadership styles within the hospitality industry.

The evaluation of student internship's found a need for a supervisory/leadership course to better prepare students for management positions in the hospitality industry. Hospitality students will be the primary consumers. There are no prerequisites for this course. Other majors may take it for elective credit.

B. How does it relate to other work being offered by your department? Is there an overlap with other courses in the department?

This course is a new required core course for all hospitality majors. This is the only course in leadership and supervision in the Hospitality curriculum. One area of weakness in the current Hospitality curriculum is the lack of understanding of supervision/leadership and the utilization and management of personnel. Students need to learn how to supervise a team and the leadership techniques that can be used to provide successful supervision. Most of the hospitality graduates will be in supervisory/leadership positions before or shortly after graduation. This course should help prepare them for the role of supervisor and leader.

C. Is this course part of any general plan of development within your department? Explain.

The Hospitality Administration Program was recently accredited. During the accreditation visit, the visiting team felt there were too many required core courses and not enough options for the students to select areas of specialization within the hospitality curriculum. The HA Program is preparing to divide the curriculum into 3 emphases; food and beverage management; lodging and club management; and tourism and event management. The HA Faculty and the HA Advisory board felt all Hospitality students, regardless of emphasis area, needed a course in supervision/leadership to learn techniques to better lead, motivate, and supervise employees. Most HA majors will

be in leadership positions before or shortly after graduation. Previous Hospitality graduates indicated this was an area where they wished they had been introduced to leadership techniques and taught more about supervising employees in a variety of hospitality situations. External internship supervisors also expressed a deficiency in supervision/leadership skills among our program's students. This course will also serve as the supervision/leadership course for the proposed new associate of science degree in culinary which has yet to be approved.

D. How often will the course be offered.

Once each academic year.

E. How will the course be staffed?

Current full time faculty or adjunct professor.

F. When applicable, state with which departments you have specifically coordinated this change?

None. This course affects only the hospitality students.

G. How does this course integrate with the assessment process of the department?

This course will help students in their knowledge and understanding of the ACPHA accreditation standards listed below which are part of the Hospitality Administration Assessment Plan:

- the planning for and utilization and management of personnel, including the improvement of student understanding of human behavior;
- organization theory, behavior, and interpersonal communication.

Artifacts to be used to measure student outcomes will include role playing exercises, exams and a comprehensive final.



Arkansas Tech University
Department of Parks, Recreation and Hospitality Administration
CUL/HA 2013 Hospitality Supervision and Leadership
2023 Fall 2009

Hospitality Administration Mission Statement:

The mission of the Hospitality Administration Program is to provide quality education in Hospitality Administration and provide a foundation for professional growth and development. This is achieved by:

- Providing knowledge, skills and abilities through a comprehensive academic curriculum.
- Demonstrating professionalism, leadership and high ethical standards by a competent faculty and administration
- Promoting community service and outreach
- Emphasizing the importance of research and continuing education
- Encouraging life-long learning

Catalog Description: This course provides comprehensive coverage of the principles, theories, human-relations techniques, leadership styles, and decision-making skills that are required to manage a team to profitable results in the foodservice and lodging industries.

HA Course Number	HA Course Title	ACPHA Standard(s)	Learning Outcome(s)	Artifact(s)
HA 2013 2023	Hospitality Supervision and Leadership	The planning for and utilization and management of personnel; including the improvement of student understanding of human behavior;	<i>Identify and demonstrate</i> leadership characteristics relevant to the hospitality industry.	Exams, Comprehensive Final, Role Playing Exercises

		Organization theory, behavior, and interpersonal communication;	<i>Differentiate</i> supervision methods and their overall relevance to the hospitality industry. <i>Appraise</i> the relationship that exists between supervision and leadership styles within the hospitality industry.	Exams, Comprehensive Final, Role Playing Exercises
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Instructor: Ray Moll, MBA
105 Williamson
479-968-0607 Office
501-977-4258 Cell
Email: rmoll@atu.edu

Office Hours: By Appointment

Class Times: TBA

Location of Class: TBA

Required Text(s): Supervision in the Hospitality Industry, Applied Human Resources, 5th Edition, John Wiley & Sons, Jack Miller, John Walker, Karen Drummond, ISBN 0-471-65748-4, The Essential Wooden, A Lifetime of Lessons on Leaders and Leadership, McGraw-Hill, ISBN 978-0-07-148435-0, The Difference Maker, Making Your Attitude Your Greatest Asset, Nelson Business, ISBN 0-7852-6098-6

Student Accommodations: Anyone who has special needs or considerations to assist in learning or test taking should speak with the instructor privately so that adjustments may be made. This should be done within the first two weeks of classes or as soon as the need arises. Students with accommodation needs must register with the Disability Coordinator/University Testing Center at 479-968-0302.

Academic Honesty: You are expected to be honest and truthful in and out of the classroom. You will be required to submit your own original work. You will be expected to:

- Present work that is yours alone.
- Correctly document any material from a textbook, pamphlet, journal, etc. that is used for an assignment.
- Only use authorized devices or material for an examination and no copying from other student's papers or tests.
- Document material correctly; as plagiarism is defined as stealing and presenting as one's own ideas or words those of another.

Any questions in reference to academic honesty can be found in the Arkansas Tech University Handbook. Be advised that nay of your work including paper/reports may be reported to www.turnitin.com for plagiarism. Any student found cheating will be dealt with severe penalty, including expulsion from the University.

Classroom Procedure: Classroom procedure for this class may include all of the following formats: lectures, discussions, group assignments, class demonstrations, student demonstrations, PowerPoint presentations, outside readings, field trips, and/or guest speakers.

Field Trips: It is Arkansas Tech University policy that students are not required to attend field trips. However, in lieu of the field trip, a substitute project/paper may be required to be completed by the student not attending the field trip. Please see "Alternate Assignments" for the requirements of the project/paper. The instructor will determine the length of the paper and the topic of the paper.

Field Trip Etiquette: The instructor expects all students to dress in a professional manner. No shorts or tank tops will be accepted. Shoes must be clean and polished. Please note personal hygiene guidelines on separate handout for hygiene expectations. You are representing Arkansas Tech University, the Hospitality Department and yourself. You only get one chance to make a good first impression.

Course Requirements: The following are course requirements for Hospitality Supervision and Leadership:

- Attendance and participation in each class lecture.
- Completion of all assignments in a timely manner. All late homework will decrease in value by 10% each day the assignment is late.
- Completion of four (4) exams and one (1) comprehensive final over all materials covered in class as well as assigned readings. You are required to take exams at the designated time and will only be allowed make-up exams with a written medical or judicial excuse. If such a situation should occur, the instructor must be notified prior to the exam.
- No smoking during class times or breaks.
- No use of any other type of tobacco products.
- No chewing of gum or use of candy.
- No food or beverage consumption during lectures (unless you share with me).

Exams: There are four (4) exams for this course and one (1) comprehensive final exam. The exams will each weigh 100 points. The final will be comprehensive and weigh 200 points. The instructor reserves the right to make any/all exams using multiple choice, true/false, fill-in-the-blank, short answer or essay. No exam will be made up without a written medical or judicial excuse. If such a situation should occur, the instructor must be notified prior to the exam.

ATU Attendance Policy: 2008-2009 Undergraduate Catalog; page 72. A student accumulating an excessive number of unjustifiable absences in a course may be dropped from the course by the instructor with a grade of "FE." A student who is dropped from three courses in a semester for unsatisfactory class attendance may be immediately suspended. **NOTE: points will be given for class attendance.**

Alternate Assignments: The instructor reserves the right to add and/or delete assignments from this syllabus. For projects/papers the following guidelines shall be adhered too: cover page, references listed on reference page, typed in 12 point Time Roman font, with 1-inch margins and doubled-spaced.

Methods of Evaluation:

4 Exams @ 100 points	= 400 points
Homework/Role Playing exercises	= 400 points
Comprehensive Final	= <u>200 points</u>
Total Points	=1000 points

Grading Scale:	A = 90% and above
	B = 80-89%
	C = 70-79%
	D = 60-69%
	F = 59% or below

Extra Credit: The instructor may offer extra credit on bonus points throughout the semester. Methods of extra credit are at the discretion of the instructor and can be terminated and/or changed without prior notice.

Week By Week Breakout

Week 1	The Supervisor as a Manager
Week 2	The Supervisor as a Leader
Week 3	Equal Opportunity in the Workplace
Week 4	Creating a Positive Work Climate
Week 5	Developing Performance Standards
Week 6	Recruiting and Selecting Applicants
Week 7	Teamwork and Teambuilding
Week 8	Employee Training and Development
Week 9	Evaluating Performance
Week 10	Discipline and Employee Assistance Programs
Week 11	Planning and Organizing
Week 12	Communicating Effectively
Week 13	Delegating
Week 14	Decision Making and Control
Week 15	Private Communications

Comprehensive Final To Be Announced