

Montgomery County Community College
 CUL 170
 Management & Supervision
 3-3-0

COURSE DESCRIPTION:

This course introduces the importance of management within the hospitality industry. Students will learn leadership styles, communication skills and proper management documents. Current management issues, stress management, professional ethics and labor laws are discussed to prepare students to become successful leaders within the hospitality industry. This course is subject to a course fee. Refer to <http://mc3.edu/admfin-aid/paying/tuition/course-fees> for current rates.

REQUISITES:

Previous Course Requirements

None

Concurrent Course Requirements

None

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
Upon successful completion of this course, the student will be able to:		

5. Create an independently developed management manual for daily operations.	Written assignments & Lecture	Written Project
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At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS:

1. Lecture: Course overview, Management and Theory of Management
2. Lecture: Labor Laws and Human Resource Management
3. Lecture: Human Resource Policies, Procedures, Record Keeping
4. Lecture: Employee On-boarding, Recruitment, Selection, Orientation
5. Lecture: Training Programs and Evaluation
6. Lecture: Compensation, Performance Management, and Appraisals
7. Lecture: Employee Health & Safety
8. Lecture: Unions, Collective Bargaining, Downsizing, Outsourcing
9. Lecture: Diversity in the Hospitality Industry
10. Lecture: Organizational change, Multigenerational Workforce, Car

