



8. List techniques to develop and enhance an effective discipline program.
9. List special supervisory concerns including: the labor shortage, Equal Employment Opportunity laws, sexual harassment, the supervisor's legal role, safety and security, supervising a multi-cultural work force, substance abuse, and working with employee unions.
10. Identify techniques in team building.
11. List strategies designed to increase employee motivation.
12. Identify techniques to manage conflict.
13. List techniques to manage time effectively, including analyzing time, delegating, and using management tools such as to-do lists and weekly planning guides.
14. Describe the supervisory skills necessary to manage change.
15. Describe professional development and future trends.
16. Although specific Success Skills and Program Outcomes are not being assessed in this course, materials covered will help lead to mastery of skills and outcomes.
17. Prepare the student to sit for the certification exam from the Educational Institute of the American Hotel and Lodging Association

### **COURSE MATERIALS**

Online Text: Supervision in the Hospitality Industry, 2nd Edition  
Raphael R. Kavanaugh and Jack D. Ninemeir

*The text is available online and is not necessary to purchase.*

### **SAFETY PRACTICES**

None

### **TOPICAL OUTLINE**

#### **WebCT Navigation Assignment**

1. Email the Instructor - 10 points
2. Respond to a posting on the Discussion Board - 10 points

#### **Chapter 1 - Assignment**

1. 10 Review Questions - 20 points
2. Online Quiz - 13 points

#### **Chapter 2 - Assignment**

1. 10 Review Questions - 20 Points
2. Online Quiz - 13 points

#### **Chapter 3 - Assignment**

1. Case Study - 15 points
2. Online Quiz - 13 points

#### **Chapter 4 - Assignment**

1. 6 Review Questions - 12 points
2. Online Quiz - 12 points

Chapter 5 - Assignment

1. 5 Review Questions - 10 points
2. *Analyzing a Weekly Labor Hour Report* - 8 points
3. Online Quiz - 17 points

Chapter 6 - Assignment

1. Case Study - 20 points
2. Online Quiz - 14 points

Chapter 7 - Assignment

1. 6 Review Questions - 12 points
2. Online Quiz - 14 points

Chapter 8 - Assignment

1. 7 Review Questions - 14 points
2. Online Quiz - 11 points

Chapter 9 - Assignment

1. 4 Review Questions - 8 points
2. Online Quiz - 14 points

Chapter 10 - Assignment

1. 4 Review Questions - 8 points
2. Online Quiz - 16 points

Chapter 11 - Assignment

1. 5 Review Questions - 10 points
2. Online Quiz - 18 points

Chapter 12 - Assignment

1. 5 Review Questions - 10 points
2. Online Quiz - 13 points

Chapter 13 - Assignment

1. Online Quiz - 18 points

Chapter 14 - Assignment

1. 5 Review Questions - 10 points

**USE OF CELL PHONES OR OTHER ELECTRONIC DEVICES**

Not applicable in the online delivery format.

**STUDENT INSURANCE/COVERAGE**

Hocking College insurance does not cover a student in case of an accident or illness. Students are responsible for providing their own health and accident insurance. The

Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.

**DISABILITIES NOTICE**

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center , Office of Disability Services in JL 249 regarding accommodations.

**HOCKING COLLEGE**  
**EVALUATION OF THE STUDENT**

**COURSE NO.:** SUPR 117

**COURSE NAME:** Hospitality Supervision

**INSTRUCTOR:** Anne Polenchar

**DATE PREPARED:** 2006

**APPROVED BY:** Tom Lambrecht, CHA  
**Dean**

My objective is to prepare the student to become familiar with supervisory practices in the hospitality industry. The purpose of evaluation is to indicate to some degree, the extent to which the student has learned.

I believe that you and I actively share the teaching-learning process. Both you and I must contribute in order for the process to be successful. I believe that evaluation should primarily be made to assist you in improving your performance, increasing your skill levels, and adding to your information pool. I believe that mistakes are an inevitable part of learning and are healthy if both you and I use them to gain insight into your potential and growth. Since it is my goal and desire to support you in your efforts to learn, I will share my observations and assessments of your progress with you on a regular basis and offer assistance and opportunities for you to improve.

**SPECIFIC FACTORS**

**1. EXAMINATIONS:**

There are 13 online quizzes and 1 comprehensive online final exam.

Quizzes and the final exam are comprised of multiple-choice questions. Exams and quizzes will cover material from the text as well as assignments.

**2. PROJECTS/HOMEWORK AND SUCCESS SKILLS AND/OR SERVICE LEARNING AND CIVIC RESPONSIBILITY ASSIGNMENTS:**

Projects and assignments will follow the topical outline.

**3. ATTENDANCE:**

Hocking College equates attendance in class to attendance on the job and attendance on the job to work success. Class attendance is mandatory and your attendance is needed for successful participation.

Although you are enrolled in an online delivery format, your participation in the class is critical for your success.

**4. CLASS PARTICIPATION:**

In the online delivery format, you will be asked to participate in discussions and

sometimes-collaborative learning projects. Again, your success as an online learner will depend on your participation in the course.

**5. EXTRA PROJECTS:**

With the express, prior permission of the instructor, a student may be permitted to undertake an extra project that is related to the course content. The quality of the project will determine the number of points to be added to the final average to determine the course grade.

**6. GRADING SCALE:**

% OF GRADE	GRADE
100-93%	A
92-90%	A-
89-86%	B+
85-83%	B
82-80%	B-
79-76%	C+
75-73%	C
72-70%	C-
69-66%	D+
65-63%	D
62-60%	D-
59-Below	F
Incomplete	I

Certification from the Educational Institute of the American Hotel and Lodging Association is granted upon earning 70% or above on the Final Exam.

**7. HONESTY STATEMENT:**

Honesty and integrity are major elements in professional behavior and are expected of each student. This is part of the Success Skill “Maintains Code of Ethics.” All work is assumed to be your own unless special permission is granted from the instructor or sources are appropriately cited. It is expected that you will be honest in all endeavors related to the completion of this course, just as you must be in all activities at work.

The definition of academic misconduct that is provided in the *Hocking College Student Guide* applies to this course and all other courses that you are taking at the College. It is a Code I Offense:

A. **Academic Misconduct** refers to dishonesty in examination (cheating); presenting the ideas or writing of someone else as one’s own (plagiarism); knowingly furnishing false information to the college by forgery, alteration, or misuse of college documents, records or identification.

Academic dishonesty includes but is not limited to:

1. Permitting another student to plagiarize or cheat from your work,
2. Submitting an academic exercise, written work, project, or

- computer program that has been prepared totally or in part by another,
3. Improperly acquiring knowledge of the contents of an exam,
  4. Using unauthorized material during an exam,
  5. Submitting the same paper in two different courses without knowledge and consent of all faculty members involved,
  6. Obtaining academic material through stealing or other unauthorized means

Cheating is unacceptable behavior in all Hocking College courses. A student observed or found to be cheating on a test or assignment in this course will receive a failing grade (F) for the course. A written report of the incident, signed by the instructor and the student, will be submitted to the Campus Judiciaries Office. Should a second incident of cheating occur in any course, the student will again be referred to the Campus Judiciaries Office.

Falsification of research findings or failure to cite sources is a subject to a penalty of no less than a “zero” grade for the assignment and may be subject to receiving a failing grade (F) for the course.

Further information pertaining to Academic Misconduct can be found by contacting the Office of Campus Judiciaries, Oakley 210, or by referring to the *Student Guide* found on the Hocking College website ([www.hocking.edu](http://www.hocking.edu)).

#### 8. **FINAL GRADE CALCULATION:**

Projects/Assignments	197 points
Quizzes	186 points
<u>Final Exam</u>	<u>100 points</u>
Total Points Possible	483 points

Online learning is designed for the self-directed student who is seeking flexibility in the learning process. Each course is broken into modules. In order to receive a final grade for the course, all assignments, quizzes and the final exam must be completed by the last day of the academic quarter. To receive a “PR” grade, which allows students to continue the course into the next quarter, the student must have completed half of the assignments and quizzes for the course.

#### 9. **ACADEMIC GRADE APPEAL PROCESS**

Academic grade appeals consist of complaints from students concerning final grades given. The Appeals Process is available only for final grades not for an individually graded assignment. When a student believes that his or her academic performance has been unfairly or improperly graded, the first recourse will be communication with the faculty member in an attempt to resolve the complaint. Grade appeals will be considered only if grading was based on something other

than performance, if different standards were used for different students, or if the grading was a departure from the instructor's previously stated final grade calculations. If the informal attempt at resolving the complaint between student and faculty is unsuccessful, a formal appeal will begin. A student appeal of a final grade must be formally initiated within one term of the grade being posted. Students should understand that the burden of proof will be theirs to demonstrate. The steps for the grade appeal process are available in each academic unit office and online in the current Student Code of Conduct found under the current student link on the Hocking College website.

#### **10. STUDENT GRIEVANCE DUE PROCESS PROCEDURES**

Due process procedures for the College are located in the current *Student Code of Conduct* listed as Hocking College Student Grievance Procedures available online under the current student link on the Hocking College website.

#### **11. STUDENT INSURANCE/COVERAGE:**

Hocking College insurance does not cover a student in cases of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.