

BUHM 063: HOTEL & RESTAURANT OPERATIONS

Originator

kstruwe

Justification / Rationale

Offering online and hybrid along with on-campus modalities increases opportunities for student access. This course analyzes management's functions and responsibilities in such areas as administration, organization, communications, accounting, marketing and human relations.

Effective Term

201930

Credit Status

Credit - Degree Applicable

Subject

BUHM - Business/Hotel & Restaurant

Course Number

063

Full Course Title

Hotel & Restaurant Operations

Short Title

HTL/REST OPERATIONS

Discipline**Disciplines List**

Business

Restaurant Management

Hotel and Motel Services

Modality

Face-to-Face

100% Online

Hybrid

Catalog Description

This course analyzes management's functions and responsibilities in such areas as administration, organization, communications, accounting, marketing and human relations.

Schedule Description

This course analyzes management's functions and responsibilities in such areas as administration, organization, communications, accounting, marketing and human relations.

Lecture Units

3

Lecture Semester Hours

54

Lab Units

0

In-class Hours

54

Out-of-class Hours

108

Total Course Units

3

Total Semester Hours

162

Required Text and Other Instructional Materials**Resource Type**

Book

Author

Angelo, Rocco M.

Title

Hospitality Today: An Introduction

Edition

8

City

Lansing

Publisher

American Hotel and Lodging Education Institute

Year

2017

College Level

Yes

Flesch-Kincaid Level

12

ISBN #

978-0866125093

Class Size Maximum

45

Course Content

1. The Supervisor as Manager
2. The Supervisor as Leader
3. Building on Workplace Diversity
4. Communicating Effectively
5. Creating a Positive Work Climate
6. Developing Job Expectations
7. Recruiting and Selecting Applicants
8. Employee Training and Development
9. Evaluating Performance
10. Discipline and the Marginal Employee
11. Planning, Organizing, and Controlling
12. Decision Making and Problem Solving
13. Delegating
14. Additional Supervisory Topics

Course Objectives

Objectives	
Objective 1	Discuss the art and science of hospitality management and the industry's need for greater management professionalism.
Objective 2	Describe the three types of skills required of Hotel/Restaurant managers and explain the classical view that management is a process.
Objective 3	Explain the need for management development in the industry and identify four types of on-the-job management instruction.
Objective 4	Summarize the four types of the planning process and identify the criteria for good objectives.
Objective 5	Distinguish marketing from selling and identify the three characteristic of services and their implications for marketing.
Objective 6	Explain the three principles of organizational design.
Objective 7	Describe how properties use organization charts and identify three types of formal organizations.
Objective 8	List the three methods of communication and summarize their importance in an organization.
Objective 9	Identify six functions and responsibilities of the personnel department.
Objective 10	Summarize the increased recordkeeping responsibilities of accounting and explain the benefits of a uniform of accounts.
Objective 11	Explain the daily operations report and describe how an annual operations budget is typically prepared.

Student Learning Outcomes

Upon satisfactory completion of this course, students will be able to:	
Outcome 1	Explain the function and responsibilities of personnel within key business departments of core hospitality sectors.
Outcome 2	Explain the general functions of leadership and management in the hospitality industry
Outcome 3	Present trends which are shaping the future of the hospitality industry.

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Demonstration, Repetition/Practice	Students post a response to the weekly Discussion Forum and reply to classmates' posts
Supplemental/External Activity	Students may visit and report on hospitality establishments
Self-exploration	Students will report on personal experience and observation of hospitality establishments
Role Playing	Students may observe and record communications in professional establishments, and research the qualifications of various positions
Participation	Students will be graded on quality of focused discussion and assignments
Collaborative/Team	Some assignments require teamwork, observation, recording and discussion about various hospitality venues
Activity	Students may observe and record communications in professional establishments
Lecture	Students will read and respond to the weekly lecture
Experiential	Students may observe and record communications in professional establishments, and present an evaluation
Discussion	Students post a response to the weekly Discussion Forum and reply to classmates' posts
Other (Specify)	Industry guest speakers

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Essays are graded on research, structure and grammar	Out of Class Only

Self-paced testing, Student preparation	Assignments include guidelines and timelines, considered in the grading	Out of Class Only
Student participation/contribution	Students post a response to the weekly Discussion Forum and reply to classmates' posts	Out of Class Only
Tests/Quizzes/Examinations	Exams are posted in LMS and are timed	Out of Class Only
Self/peer assessment and portfolio evaluation	Students will report on personal experience and observation of hospitality establishments	Out of Class Only
Product/project development evaluation	Students may observe and record communications in professional establishments, and present an evaluation	Out of Class Only
Group activity participation/observation	Students work in teams and evaluated on timely, focused input	Out of Class Only
Presentations/student demonstration observations	Students may observe and record communications in professional establishments, and present an evaluation	Out of Class Only
Field/physical activity observations	Students may observe and record communications in professional establishments, and present an evaluation	Out of Class Only
Term or research papers	Students may observe and record communications in professional establishments, and present an evaluation	Out of Class Only
Written homework	Students will be graded on quality of focused discussion and assignments	Out of Class Only

Assignments

Other In-class Assignments

- a. Attend lectures of guest speakers, including the taking of notes
- b. Special reports by students, in panel or singly

Other Out-of-class Assignments

- a. Read the textbook and recommended supplementary literature.

Grade Methods

Letter Grade Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %

100

Instructional Materials and Resources

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:

Timely feedback and return of student work as specified in the syllabus
 Online quizzes and examinations
 Weekly announcements

For hybrid courses:

Scheduled Face-to-Face group or individual meetings
 Field trips
 Orientation, study, and/or review sessions

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

Contact is maintained online and face-to-face.

Online Course Enrollment

Maximum enrollment for online sections of this course

25

If different from course enrollment maximum, please explain.

Much of online contact with students is done individually. These discussions require more time than speaking to the class as a whole.

Other Information

Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.

Offering online and hybrid along with on-campus modalities increases opportunities for student access.

MIS Course Data

CIP Code

52.0901 - Hospitality Administration/Management, General.

TOP Code

130700 - Hospitality

SAM Code

C - Clearly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Credit Course

Approved Special Class

Not special class

Noncredit Category

Not Applicable, Credit Course

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Transferable to CSU only

Allow Audit

No

Repeatability

No

Materials Fee

No

Additional Fees?

No

Approvals**Curriculum Committee Approval Date**

11/15/18

Academic Senate Approval Date

11/29/18

Board of Trustees Approval Date

12/14/18

Course Control Number

CCC000326044

Programs referencing this courseHospitality Management Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=117>)Intermediate Culinary Arts Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=125>)General Business AS Degree (<http://catalog.collegeofthedesert.eduundefined?key=190>)Culinary Management AS Degree (<http://catalog.collegeofthedesert.eduundefined?key=23>)Liberal Arts: Business and Technology AA Degree (<http://catalog.collegeofthedesert.eduundefined?key=27>)Hospitality Management AS Degree (transfer preparation) (<http://catalog.collegeofthedesert.eduundefined?key=59>)Hospitality Management AS Degree (employment preparation) (<http://catalog.collegeofthedesert.eduundefined?key=60>)