

HFT 2223

Human Relations and Supervisory Development

Fall 2018

Thursdays: 6:00pm – 8:50pm

Building 9: Room 129

Professor Brian Ruppe

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HFT 2223- Human Relations and Supervisory Development

Course Description

This course will prepare students to become an effective supervisor or manager. Emphasis is placed on such management skills as solving problems, motivating employees and improving employee performance.

Credit Hours

Three Credit Hours

Required Text

Supervision in the Hospitality Industry 8th Edition 2017; Walker and Miller, by Wiley;

ISBN# 978-1-119-14846-3

Course Organization

This course is divided into 4 categories which will comprise the final grade for college credit:

- | | |
|--|-----|
| 1. Four Progress Tests | 40% |
| 2. Final Exam | 30% |
| 3. Project | 20% |
| 4. Classroom Participation /Attendance | 10% |

General Grading Scale

- A 90-100
- B 80-89
- C 70-79
- D 60-69
- F 59 and below

Classroom Policies

Philosophy

I am honored to be a part of your learning journey as you work to enrich yourself through earning your education. As you may have noticed from the previous sentence, I said “earning your education.” While it is *my* responsibility to facilitate your learning experience, it is *your* responsibility to do the requisite work to gain mastery over the content. With Education, as is with life, “you get out of it, what you put into it.”

Expected Student Conduct

Valencia College is dedicated not only to the advancement of knowledge and learning but is concerned with the development of responsible personal and social conduct. By enrolling at Valencia College, a student assumes the responsibility of becoming familiar with and abiding by the general rules of conduct. The primary responsibility for managing the classroom environment rests with the faculty. Students who engage in any prohibited or unlawful acts that result in disruption of a classroom or Valencia’s rules may lead to disciplinary action up to and including expulsion from Valencia. Disciplinary action could include being withdrawn from class, disciplinary warning, probation, suspension, expulsion or other appropriate and authorized actions. You will find the student code of conduct in the current Valencia Student handbook.

Attendance

Punctual and regular attendance is mandatory in this course. More than two absences during the semester will have an adverse effect on your grade earned in the class. Do not be late the day of the tests or final exam- should you arrive more than 10 minutes late, 5 points will be deducted from the exam grade. If you stop attending class and do not speak to the Professor, you are in jeopardy of failing the course. To be respectful to your fellow classmates, turn off cell phones before entering class. ***The withdrawal deadline is November 10, 2017.***

Academic Honesty

Each student is expected to do his or her own work, unless otherwise specified. Cheating will not be tolerated and will result in an automatic “0” on the exam or assignment. Further disciplinary action may also result, including being withdrawn from class, disciplinary warning, probation, suspension, expulsion or other appropriate and authorized actions.

Make-up Exams

Make-up exams will be given for emergency situations provided the Professor is notified in advance. Upon your absence and its approval, the exam will be placed in the testing center, located in the University Center (Building 11, Room 142). Exams must be taken the day before the next class meeting. Any test missing will have an adverse effect on your grade, and the make-up test will not be given unless approved by the Professor prior to the date of the scheduled test. Notification must be by phone, not by e-mail, leave a message if I am unavailable. ***Late projects/ or assignments will be penalized 5 points per day late including week-ends.***

Academic Accommodations

“Students with disabilities who qualify for academic accommodations must provide a letter from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities (West Campus SSB 102, ext. 1523).”

Disclaimer

Changes in the syllabus, schedule, and or college policy may be made at any time during the semester per the Professor’s discretion.

Project for HFT 2223

Write a 3-5 page, double-spaced paper on a topic discussed in the text. The paper must be **at least three full pages** in length and use a minimum of three sources. Format will be standard introduction, body, and conclusion. The introduction to a written paper should 1) interest the reader and, 2) explain to the reader what the paper is about. The body is where you will discuss your topic (providing examples and detail). The conclusion should summarize your paper without offering new information to the reader.

Here are 5 writing techniques for introducing a topic (they may be used alone or in combination):

1. Tell a story
2. Identify a new trend
3. Ask a question
4. Contradict conventional wisdom
5. Make a prediction

List at least 3 sources at the end of the paper. Footnotes or bibliographies are not required.

VALENCIA COLLEGE

HFT 2223

Human Relations and Supervisory Development

Week	Date	Assignment Topic	Text	Test
1	8/30	The Supervisor as a Manager	Ch. 1	
2	9/6	The Supervisor as a Leader	Ch. 2	
3	9/13	Planning, Organizing, and Goal Setting	Ch. 3	
4	9/20	Communicating Effectively/ Test 1 Review	Ch. 4	
5	9/27	Equal Opportunity Laws & Diversity	Ch. 5	Test 1 Ch. 1-4
6	10/4	Recruitment, Selection & Orientation/	Ch. 6	
7	10/11	No Class		
8	10/18	Performance Effectiveness/ Test 2 Review / Motivation	Ch. 7 & 8	
9	10/25	Supervising Teams, Teambuilding & Coaching	Ch. 9	Test 2 Ch. 5-7
10	11/1	Employee Training & Development/ Conflict Management, Resolution & Prevention/ Test 3 Review	Ch. 10 & 11	
11	11/8	Discipline	Ch. 12	Test 3 Ch. 8-11
12	11/15	Decision Making & Control / Delegating	Ch. 13 & 14	
13	11/22	No Class- Thanksgiving		
14	11/29	Projects Due / Test 4 Review		
15	12/6	Review for Final Exam		Test 4 Ch. 12-14
16	12/13	Final Exam		