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 Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Analyze the various leadership & management styles and proper usage.	Written assignments & Lecture	Assignment
2. Prepare various job description formats and organizational charts.	Written assignments & Lecture	Assignment
3. Analyze labor laws and the effect on related industries.	Written assignments & Lecture	Assignment
4. Analyze different time management & problem solving skills.	Written assignments & Lecture	Assignment

5. Create an independently developed management manual for daily operations.	Written assignments & Lecture	Written Project

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