

**J. Sargeant Reynolds Community College  
Course Content Summary**

**Course Prefix and Number:** HRI 241

**Credits:** 3

**Course Title:** Supervision in the Hospitality Industry

**Course Description:** Provides a comprehensive review of considerations for preparing students to become effective supervisors in restaurants and lodging operations. Lecture 3 hours per week.

**General Course Purpose:** This course is designed to provide students with the principles of supervision and leadership as they apply specifically to the hospitality industry.

**Course Prerequisites and Co-requisites:**

None

**Student Learning Outcomes:**

Upon completing the course, the student will be able to

- a. Identify appropriate verbal communications dynamics for conducting effective supervision;
- b. Coordinate recruitment activities with the human resources department of a hospitality business;
- c. Discuss principles of training, forecasting, coaching, mentoring, and discipline;
- d. Identify issues related to organized labor and union shops;
- e. Explain principles of leadership and employee motivation;
- f. Identify conflict resolution techniques; and
- g. Provide leadership and support toward organizational change.

**Major Topics to Be Included:**

- a. Fundamental supervisory responsibilities
- b. Effective supervisory communications
- c. Hospitality recruitment
- d. Supervisor responsibilities in the training process
- e. Base adjustment forecasting method and the moving average forecasting method
- f. Coaching, counseling, and disciplining
- g. Progressive disciplinary programs
- h. Organized labor
- i. Team leadership
- j. Employee participation in department activities
- k. Conflict resolution
- l. Strategies for dealing with work interruptions
- m. Resistance to change
- n. Personal development and career development planning

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