

COURSE APPROVAL FORM COVER SHEET

BANNER TERM
201680

Trades & Professional Services
SCHOOL

Tourism & Hospitality
DEPARTMENT

HS160, Hospitality Supervision
COURSE ALPHA, NUMBER, TITLE

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AUTHOR

October 08, 2015
DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

- ☐ Course Adoption - all signatories
☒ Course Substantive Revision - all signatories except President
☐ Non-Substantive Revision - all signatories except President and LOC Chair

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	Norman L. Aguilar	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10/08/15	
REGISTRAR	Patrick L. Clymer	<input type="checkbox"/>	<input type="checkbox"/>		
DEAN	Virginia C. Tudela, Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>		
LEARNING OUTCOMES COMMITTEE CHAIR	Rose Marie Nanpei	<input type="checkbox"/>	<input type="checkbox"/>		
VP, ACADEMIC AFFAIRS	R. Ray D. Somera, Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>		
PRESIDENT	Mary A. Y. Okada, Ed.D.	<input type="checkbox"/>	<input type="checkbox"/>		

ACALOG
CATALOG MANAGEMENT

APPROVED

AY Catalog AY 2016-2017

Date Approved 4/13/2016

* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all-online curricula approval process.

Date of template revision: May 2015

HS160_ISR_2016-04-13

COURSE APPROVAL FORM
FOR ADOPTION, SUBSTANTIVE REVISION AND NON-SUBSTANTIVE
REVISION

I. TYPE OF ACTION

Check the type of action that applies. If previous Course Guide exists, please attach.

A. ☐ Adoption

B. ☒ Substantive Revision (attach electronic copy of current Course Guide)

The numbers listed next to the changes below may or may not require a response and they have been identified as those questions most likely needing to be addressed. The entire Course Guide should be reviewed for applicability.

- ☐ Change in number of credit hours: II, IVD, VII, VIII, IX, X, XI, XII
- ☐ Change in prerequisite(s) other than prerequisite(s) offered within your department: II, IVD, VII, VIII, IX, X, XI, XII
- ☒ Substantive change in course content: II, IVD, VII, VIII, IX, X, XI, XII
- ☐ Identify specific changes not listed above:

C. ☐ Non-Substantive Revision (attach electronic copy of current Course Guide and complete items II through XII)

Please check the appropriate box:

- ☐ Change in course alpha, number, or title.

NEW: ALPHA	NUMBER	TITLE
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- ☐ Wording change in the catalog course description that does not significantly change the course content (attach old and new wording).
- ☐ Addition or revision of Student Learning Outcomes (SLOs) that does not significantly change the course content (attach old and new SLOs).
- ☐ Change in the course outline that does not significantly change the course content (attach old and new course outlines).
- ☐ Change in course prerequisites where both course and prerequisite are offered within your Department (attach old and new prerequisites).
- ☐ Change in maximum number of students allowed in class setting.
- ☐ Change in lab fees.
- ☐ Change in textbook.
- ☐ Other:

II. INTRODUCTION

The course is connected to the following program(s):

Tourism and Hospitality program: A.S. in International Hotel Management, A.A. in Culinary Arts, A.S. in Tour and Travel Management, A.S. in Food and Beverage Management

Please check appropriate box:

- A. ☒ This is a CTE course and is aligned with **Hospitality & Tourism Career Cluster and Lodging and Restaurants & Food/Beverage Services Career Pathway.**

(See <http://www.careertech.org/career-clusters> for more information)

- B. ☐ This course is part of General Education.

III. COURSE DESCRIPTION & STUDENT LEARNING OUTCOMES

This course description will appear in the College Catalog followed by the Student Learning Outcomes-Course Level.

Course Description:

This course is designed to introduce students to the proper understanding of effective communication, supervisory responsibilities, orientation and training, evaluating and coaching, discipline, team-building, motivation through leadership, managing conflict, time management and managing change.

If the description above is a revision, attach a copy of the current catalog page(s) to be revised.

Catalog Year: **2013-14** Page Numbers:

STUDENT LEARNING OUTCOMES – COURSE LEVEL (LIST 3-5)

Upon successful completion of this course, students will be able to:

- 1. Identify fundamental supervisory responsibilities.**
- 2. Describe how supervisors work with the human resources department to recruit new employees.**
- 3. Distinguish coaching from counseling and disciplining.**
- 4. Describe issues supervisors should be aware of as they assume the role of team leader.**
- 5. Explain why it is important for supervisors to take control of their personal development, and describe how to execute a career development plan.**

☒ These SLOs can be measured and learning is demonstrated.

☒ These SLOs are aligned to States' Career Cluster Initiatives (SCCI) (www.careertech.org/) standards.

IV. RATIONALE FOR PROPOSAL

If this course is connected to a program, answer A, D and E. If this course is not connected to a program, answer A-D.

- A. Reason this proposal should be adopted in light of the College's mission statement and educational goals

Guam Community College is mandated to provide technical and vocational education to meet the needs of Guam's workforce and is committed to providing a comprehensive offering of career & technical courses. This course will help develop the knowledge, skills and expertise of those interested in working in the hospitality industry and tourism industry.

- B. An assessment of industry or community need
Guam had a total of 1.3 million visitors (the highest since 1997) and with Guam Visitors' Bureau Vision 2020, a goal of 2 million visitors will mean new hotel developments and increase in hospitality and tourism employment.
- C. Conformity of this course to legal and other external requirements. Include articulation agreements, Guam State CTE requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable
- D. Results of course and course guide evaluation.
The GRHA Human Resources committee agreed with the course guide.
- E. Program requirements (associate degree, certificate, diploma) served by this course:
Associate Degree in International Hotel Management, Associate of Arts in Culinary Arts, Associate of Science in Food, & Beverage Management, and Associate of Science in Tour Travel Management Program.

V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)

- A. Resources (materials, media, and equipment) and costs
Laptop, multimedia projector, speakers, and hospitality training DVDs.
- B. Personnel requirements (administrative, instructional and support staff) and costs
This course is taught by full-time or adjunct faculty assigned to the Tourism & Hospitality Department. Regular salary scales will apply. Faculty is encouraged to attain the Certified Hospitality Educator's (CHE) designation to enhance student-learning outcomes. Office support normally provided to faculty will be sufficient
- C. Facility requirements and costs
Existing classroom with seating capacity for 20 students will be sufficient.
- D. Funding source(s)
This course is required for the International Hotel Management, Food & Beverage Management and Tourism & Travel Management program, and therefore will be continued to be funded by appropriations from the Guam Legislature and revenue from tuition.
- E. Impact, financial or otherwise, this course may have on the School/College
This course will have an impact by fulfilling the College's mission: Guam Community College is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia.
- F. With the proposed revisions to this course, is the change meeting the program requirements for Title IV Federal Student Aid requirements as designated in Curriculum Manual page 30.

☒ X Yes ☐ No Comments:

VI. IMPLEMENTATION SCHEDULE

- A. Implementation date: **Fall 2016**
* Document must be approved by the second week of March to be effective for the following fall semester OR the second week of October to be effective for the following spring semester.
- B. Course Offering: **As needed (Fall, Summer, Spring)**

VII. COURSE DESCRIPTION

- A. Course
Alpha: **HS**
Number: **160**
- B. Course Title(s)
Long Title: **Hospitality Supervision**
Abbreviated Title (30 characters maximum): **Hospitality Supervision**
- C. Contact Hours and Number of Students
Maximum Number of Students: **20**
Schedule Type:
Clinical:
Clinical Practicum:
Co-op:
Hybrid/Lecture & Online:
Lab:
Lecture: **45**
Lecture/Lab:
Online:
Instructional Methods:
Distance Learning:
Mediated:
Non-Traditional:
Online:
Service Learning:
Traditional: **X**
Total Hours: **45**
- D. Number/Type of Credits
Carnegie Units: per semester
Credits: **3** per semester
- E. Prerequisite(s) **HS150**
- F. Co-requisites(s)
- G. Articulation
Secondary Programs/Courses
University of Guam
Others
- H. Target Population
Lodging Management Program and ProStart Program graduates from GDOE and hospitality professionals interested in becoming better supervisors or manager.
- I. Cost to Students (specify any fees)
Textbook, tuition, and fees

VIII. COURSE DESIGN (INSTRUCTIONAL METHOD E.G. DISTANCE LEARNING, MEDIATED, NON-TRADITIONAL, ONLINE, TRADITIONAL)

This course is designed to provide students with the principles of supervision as they apply specifically to the hospitality industry. Method of instruction will consist of small group activities, group discussions, guest speakers, video presentations, role-play, handouts, field trips, small projects, group presentations, and lectures.

IX. COURSE OUTLINE

1. THE SUPERVISION AND THE MANAGEMENT PROCESS

- 2. EFFECTIVE COMMUNICATION FOR SUPERVISORS**
- 3. RECRUITMENT AND SELECTION PROCEDURES**
- 4. TRAINING AND ORIENTATION**
- 5. MANAGING PRODUCTIVITY AND CONTROLLING LABOR COSTS**
- 6. EVALUATING AND COACHING**
- 7. DISCIPLINE**
- 8. SPECIAL SUPERVISORY CONCERNS**
- 9. TEAM BUILDING**
- 10. MOTIVATION AND LEADERSHIP**
- 11. MANAGING CONFLICT**
- 12. TIME MANAGEMENT**
- 13. MANAGING CHANGE**
- 14. PROFESSIONAL DEVELOPMENT**

X. STUDENT LEARNING OUTCOMES - DETAILED (based on Course Outline)

Upon successful completion of this course, students will be able to:

- 1. THE SUPERVISION AND THE MANAGEMENT PROCESS**
 - 1.1 RECALL THE DEFINITION OF MANAGEMENT**
 - 1.2 LIST THE COMPONENTS OF MANAGEMENT**
 - 1.3 DEMONSTRATE SKILLS FOR EFFECTIVE SUPERVISION**
 - 1.4 DESCRIBE THE SUPERVISORY RESPONSIBILITIES**
- 2. EFFECTIVE COMMUNICATION FOR SUPERVISORS**
 - 2.1 SUMMARIZE THE OVERVIEW OF COMMUNICATION**
 - 2.2 IDENTIFY COMMUNICATION CHALLENGES**
 - 2.3 DEMONSTRATE EFFECTIVE SPEAKING SKILLS**
 - 2.4 DEMONSTRATE EFFECTIVE LISTENING SKILLS**
 - 2.5 DEMONSTRATE NONVERBAL COMMUNICATION SKILLS**
 - 2.6 DEMONSTRATE EFFECTIVE WRITING SKILLS**
 - 2.7 RELATE IMPORTANT WORKPLACE COMMUNICATION ISSUES**
- 3. RECRUITMENT AND SELECTION PROCEDURES**
 - 3.1 DESCRIBE THE ROLE OF THE SUPERVISOR AND HUMAN RESOURCES**
 - 3.2 ILLUSTRATE LEARNING FROM EMPLOYEE TURNOVER**
 - 3.3 PARAPHRASE ABOUT MAKING JOBS EASIER TO FILL**
 - 3.4 DESCRIBE INTERNAL RECRUITING**
 - 3.5 DESCRIBE EXTERNAL RECRUITING**
 - 3.6 SHOW RELATIONSHIPS BETWEEN TECHNOLOGY AND RECRUITING**

- 3.7 DISCUSS INTERVIEWING APPLICANTS
- 3.8 DESCRIBE THE SELECTION DECISION
- 3.9 EXPLAIN THE SUPERVISOR'S ROLE IN HUMAN RESOURCES PLANNING
- 4. **TRAINING AND ORIENTATION**
 - 4.1 RELATE ALL ABOUT LEARNING
 - 4.2 RELATE ALL ABOUT TRAINING
 - 4.3 DISCUSS STEPS BEFORE TRAINING BEGINS
 - 4.4 LIST FOUR-STEP TRAINING METHOD
 - 4.5 EVALUATE AFTER THE TRAINING RESULTS
 - 4.6 DESCRIBE ORIENTATION
- 5. **MANAGING PRODUCTIVITY AND CONTROLLING LABOR COSTS**
 - 5.1 DEVELOPING PRODUCTIVITY STANDARDS
 - 5.2 DESIGNING PLANNING AND STAFFING REQUIREMENTS
 - 5.3 EXPLAIN HOW TO FORECAST BUSINESS VOLUME
 - 5.4 EXPLAIN THE STAFFING GUIDE AS A SCHEDULING TOOL
 - 5.5 EXPLAIN THE STAFFING GUIDE AS A CONTROL TOOL
 - 5.6 DESCRIBE MONITORING AND EVALUATING PRODUCTIVITY
- 6. **EVALUATING AND COACHING**
 - 6.1 DESCRIBE THE BENEFITS OF PERFORMANCE EVALUATIONS
 - 6.2 SUMMARIZE OBSTACLES TO EFFECTIVE PERFORMANCE EVALUATION
 - 6.3 DESCRIBE COMMON PERFORMANCE EVALUATION ERRORS
 - 6.4 LIST APPROACHES TO PERFORMANCE EVALUATIONS
 - 6.5 LIST STEPS IN THE PERFORMANCE EVALUATION PROCESS
 - 6.6 DESCRIBE COACHING OVERVIEW
 - 6.7 EXPLAIN INFORMAL COACHING
 - 6.8 EXPLAIN FORMAL COACHING
- 7. **DISCIPLINE**
 - 7.1 DESCRIBE MYTHS ABOUT DISCIPLINE
 - 7.2 EXPLAIN THE PURPOSE OF DISCIPLINARY ACTION
 - 7.3 DESCRIBE PROGRESSIVE DISCIPLINE
 - 7.4 LIST PROCEDURES FOR DISCIPLINARY ACTION
 - 7.5 DISCUSS MANAGING THE DISCIPLINARY PROCESS
- 8. **SPECIAL SUPERVISORY CONCERNS**
 - 8.1 IDENTIFY EQUAL EMPLOYMENT OPPORTUNITY LAWS
 - 8.2 DISCUSS OTHER IMPORTANT EMPLOYMENT LAWS
 - 8.3 DEFINE AND DESCRIBE SEXUAL HARRASSMENT

- 8.4 DISCUSS SAFETY AND SECURITY CONCERNS
- 8.5 ILLUSTRATE SUPERVISING A MULTICULTURAL WORKFORCE
- 8.6 DEFINE ETHICS
- 8.7 DESCRIBE WHAT IS SUBSTANCE ABUSE
- 8.8 EXPLAIN THE FUNCTION OF UNIONS

9. TEAM BUILDING

- 9.1 EXPLAIN WHAT IS A WORK TEAM AND TYPES OF WORK TEAMS?
- 9.2 DESCRIBE THE PROCESS OF BUILDING AN EFFECTIVE TEAM
- 9.3 SHOW THE STAGES OF TEAM DEVELOPMENT
- 9.4 DESCRIBE THE ROLE OF THE SUPERVISOR AS THE TEAM LEADER
- 9.5 SUMMARIZE SPECIAL WORKTEAM CONCERNS
- 9.6 DISCUSS THE FUTURE OF WORK TEAMS

10. MOTIVATION AND LEADERSHIP

- 10.1 COMPARE AND CONTRAST POWER AND EMPOWERMENT
- 10.2 EXPLAIN HOW TO GET TO KNOW YOUR EMPLOYEES
- 10.3 IDENTIFYING MOTIVATION PROBLEMS
- 10.4 IDENTIFY LEADERSHIP STYLES AND MOTIVATION
- 10.5 DESCRIBE HOW TO INCREASE EMPLOYEE PARTICIPATION

11. MANAGING CONFLICT

- 11.1 EXPLAIN THE BENEFITS OF CONFLICT
- 11.2 IDENTIFY SOURCES OF CONFLICT
- 11.3 LIST TYPES OF CONFLICT
- 11.4 SUMMARIZE OUTCOMES OF CONFLICT
- 11.5 DISCUSS CONFLICT OF MANAGEMENT STRATEGIES
- 11.6 LIST TIPS FOR NEGOTIATING CONFLICTS

12. TIME MANAGEMENT

- 12.1 DESCRIBE MYTHS CONCERNING TIME MANAGEMENT
- 12.2 DEMONSTRATE TIME ANALYSIS
- 12.3 LIST TIME MANAGEMENT TOOLS
- 12.4 DISCUSS THE USE OF DELEGATION

13. MANAGING CHANGE

- 13.1 EXPLAIN THE FORCES OF STABILITY AND CHANGE
- 13.2 DESCRIBE A MODEL FOR CHANGE
- 13.3 LIST STRATEGIES FOR OVERCOMING RESISTANCE TO CHANGE
- 13.4 IDENTIFY ROLE OF THE SUPERVISOR AS A CHANGE AGENT
- 13.5 ASSESSING AND EVALUATING CHANGE

14. PROFESSIONAL DEVELOPMENT

- 14.1 DESCRIBE STEPS TO OWNING YOUR DEVELOPMENT
- 14.2 ORGANIZING AND PLANNING YOUR DEVELOPMENT
- 14.3 CREATE THE PROFESSIONAL DEVELOPMENT PLAN
- 14.4 EXECUTING THE PROFESSIONAL DEVELOPMENT PLAN
- 14.5 SUMMARIZE THE NEXT STEPS IN YOUR PROFESSIONAL DEVELOPMENT.

XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

Seventy percent of the students are to score 70% or better in textbook chapter quizzes and exams including, faculty-developed assignments, skills tests, and projects. The student must complete a comprehensive final examination.

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES

- A. Required Textbook(s)
Supervision in the Hospitality Industry. Kavanaugh, Raphael. Ninemeier, Jack. (latest edition). East Lansing, Michigan: Educational Institute of the American Hotel & Lodging Association
ISBN: # 978-0-86612-405-8

- B. References and Bibliography
SUPERVISION: CONCEPTS AND SKILL-BUILDING. Certo, Samuel C. (2006 or newest edition). New York, NY: McGraw-Hill.

TRAINING FOR THE HOSPITALITY INDUSTRY. Forrest, Lewis C., Jr. (1996 or newest edition). East Lansing, Michigan: Educational Institute of the American Hotel & Lodging Association.

MANAGING HOSPITALITY HUMAN RESOURCES. Woods, Robert H. (2006 or newest edition). East Lansing, Michigan: Educational Institute of the American Hotel & Lodging Association

- C. Equipment/Facilities
Existing classroom facilities and equipment.

- D. Instructional Supplies
Training DVDs, resource textbooks

Learning Resource Center (Library)

- E. Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

- ☒ Yes
☐ No

Comments: **GHRA September 7, 2015 Advisory Committee meeting.**

