



CLA 2620

Division: Career and Technical Education

Department: Culinary Arts

Course: CLA 2620

Title: Supervision and Training

Catalog Description:

This course will prepare students for the transition from employee to supervisor. Students evaluate styles of leadership and develop effective skills in human relations and personnel management. This course will prepare students to take a national competency test prepared by the National Restaurant Association (N.R.A.). To get credit for the course and receive an N.R.A. Certificate, students must pass the final with 75% or better. Points can also be earned towards American Culinary Federation Chef certification.

General Education Requirements: N/A

Semesters Offered: TBA

Credit/Time Requirement: Credit: 3; Lecture: 3; Lab: 0

Clock/Hour Requirements: 45

Offered for Non-Credit: Yes

Prerequisites: None

Corequisites: None

Justification:

This course is required for chef certification by the National Restaurant Association. It is designed to help supervisors meet the new challenges and demands of the food service industry, to be leaders, to possess excellent human relation skills, and to be highly productive and also very flexible.

Student Learning Outcomes:

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

- have a basic understanding of the supervisor's role and responsibilities
- have a basic yet comprehensive knowledge about the different elements of the supervisor's job
- have a basic awareness and appreciation of the skills, attitudes, and abilities needed to manage people successfully.

Content:

Course objectives will be accomplished by providing students with instructional and hands-on experiences in the following areas:

- the general process of management through effective communication skills
- leadership styles and when each is most appropriate
- the supervisor's role in decision-making, problem solving, and delegation of duties
- creating a job description and a job specification
- mock interviews for practice in interviewing prospective employees
- procedures for orienting new employees to the job
- training method comparisons and creation of an effective employee training program
- methods of employee evaluation
- procedures for implementing change and how to overcome employee resistance to change
- ways to resolve conflict effectively
- disciplinary problems and the supervisor's role in handling them
- procedures for terminating employees
- motivational techniques and procedures for creating attitudinal change, if needed
- current trends and problems that management faces.

General Education Outcomes:

Applied Education Outcomes:

- 1) Students will acquire entry-level skills specific to and appropriate for employment in their chosen field of study.

Students will learn how to handle the many challenges involved with the "people aspect" of the culinary arts industry and understand how to find and hire the right people for the job and then develop, train, supervise, and motivate them to the best of their potential. Even though students will not be managers in the culinary arts industry when they complete this course, understanding these management issues will help them become better employees.

- 2) Students will become aware of industry specific certification and develop skills sufficient to acquire the same.

In completing this course and by passing the final exam, students will receive a National Restaurant Association Educational Foundation Manage First program certification in "Human Resources Management and Supervision."

- 3) Students will demonstrate safe practices and awareness of potential hazards in their field of expertise.

Through role play and classroom discussions and activities. Students will also learn how to respond as a manager in emergency situations.

- 4) Students will demonstrate interpersonal skills specific to the skills and environment inherent in their field.

The culinary arts industry is comprised of individuals who come from many diverse backgrounds, races, and cultures. Students will learn how to handle problem situations that may arise including issues of harassment by classroom activities which will include role play and discussions. In addition students will learn the laws that

govern the workplace which help protect the operation and themselves from legal disputes while ensuring their employees and customers are protected.

Key Performance Indicators:

In class:

- Student progress will be evaluated by unit quizzes (15%), unit exams (20%), graded assignments (20%), class participation (15%), and the final exam (30%). Percentages are approximate.
- To receive a National Restaurant Association Certificate of Completion, students must pass the final exam with 75% or better.

Following class:

- Students will demonstrate leadership skills as teacher assistants in subsequent courses and in supervising and managing on campus food service activities/banquets.

Representative Text and/or Supplies:

- *Supervision in the Hospitality Industry*, current edition, The Educational Foundation of the National Restaurant Association
- *Human Resources Management and Supervision*, current edition, The Educational Foundation of the National Restaurant Association Manage First Program

Optimum Class Size: 20

Maximum Class Size: 30

Signatures:

I hereby submit this course syllabus:

Richard Harris, ,

I hereby find this course consistent with the goals and resources of the Culinary Arts Department:

Richard Harris, , Chair

I hereby find this course consistent with the goals and resources of the Career and Technical Education Division:

Michael P. Medley, MBA, Assistant Professor, Dean

I have discussed the need for library resources related to this class with the person submitting the syllabus:

Lynn Anderson, MLIS, Technical Services Librarian (Main Campus)

Michelle Olsen, MLS, Campus Librarian (Richfield Campus)