



Western Technical College

## 10317165 Work Systems Applications

### Course Outcome Summary

#### Course Information

<b>Description</b>	This course reinforces the concepts of the principles and techniques required to competitively manage a successful hospitality operation. Competencies covered include planning, leading, organizing, and controlling to efficiently deliver quality products and services. Skills in creative problem solving and team building are addressed.
<b>Career Cluster</b>	Hospitality and Tourism
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	54

#### Textbooks

*Hospitality Employee Management and Supervision: Concepts and Practical Applications*. Copyright 2007. Sommerville, Kerry L. Publisher: John Wiley & Sons, Inc. **ISBN-13:** 978-0-471-74522-8. Required.

#### Program Outcomes

1. Apply principles of safety and sanitation in food service operations.
2. Manage food service operations.
3. Relate food service operations to sustainability.

#### Course Competencies

1. **Summarize the obligations and responsibilities of a food service Supervisor/Executive Chef.**

##### Assessment Strategies

- 1.1. Written Objective Test
- 1.2. Written Product
- 1.3. Case Study

##### Criteria

*You will know you are successful when*

- 1.1. you explain the obligations of a food service supervisor/executive chef.
- 1.2. you explain the responsibilities of a food service supervisor/executive chef.
- 1.3. you differentiate between the theories of people management as they pertain to food service employees.
- 1.4. you examine practices for new supervisors.
- 1.5. you summarize the functions of a food service manager.

#### **Learning Objectives**

- 1.a. Explain the supervisor's role in decision making, problem solving, and delegation of duties.
- 1.b. Differentiate between theories of people management as they relate to food service employees.
- 1.c. Examine the best practices for new supervisors.
- 1.d. Summarize the functions of a food service manager.

## **2. Determine leadership styles for the food service industry.**

#### **Assessment Strategies**

- 2.1. Written Objective Test
- 2.2. Written Product
- 2.3. Case Study

#### **Criteria**

*You will know you are successful when*

- 2.1. you describe the characteristics of leadership.
- 2.2. you explain the foundations of leadership development.
- 2.3. you differentiate between leadership styles.
- 2.4. you investigate steps in developing your own leadership style.
- 2.5. you identify ethical considerations of a leader.
- 2.6. you apply leadership skills to become an employee mentor.

#### **Learning Objectives**

- 2.a. Describe the characteristics of leadership.
- 2.b. Explain the foundations of leadership development.
- 2.c. Differentiate between leadership styles.
- 2.d. Investigate the steps necessary in developing your own leadership style.
- 2.e. Identify the ethical considerations of a true leader.
- 2.f. Apply leadership skills to become an employee mentor.

## **3. Characterize the management process as it pertains to planning, organizing, and goal setting.**

#### **Assessment Strategies**

- 3.1. Written Objective Test
- 3.2. Written Product
- 3.3. Case Study

#### **Criteria**

*You will know you are successful when*

- 3.1. you explain the planning process as it pertains to the management.
- 3.2. you differentiate between types of plans.
- 3.3. you describe how to plan for change.
- 3.4. you identify employee responses to change.
- 3.5. you determine how food service supervisors plan their time on the job.
- 3.6. you demonstrate how organizations contribute to a department's success.
- 3.7. you produce an organizational chart for a food service establishment.

#### **Learning Objectives**

- 3.a. Explain the planning process.
- 3.b. Differentiate between the types of plans and planning.
- 3.c. Describe how to plan for change.
- 3.d. Identify employee responses to change.
- 3.e. Determine how food service supervisors can best plan their time on the job.
- 3.f. Demonstrate how effective organizations contribute to a department's maximum success.
- 3.g. Produce an organizational chart for a food service establishment.

#### **4. Review advertising, recruitment, selection, and orientation of food service employees.**

##### **Assessment Strategies**

- 4.1. Written Objective Test
- 4.2. Written Product
- 4.3. Case Study

##### **Criteria**

*You will know you are successful when*

- 4.1. you cite factors to consider when hiring new employees.
- 4.2. you identify recruitment methods.
- 4.3. you break down ways to find qualified employees.
- 4.4. you explore job specifications.
- 4.5. you explore the purposes of employee orientation.
- 4.6. you examine areas for advertising for employees.
- 4.7. you examine areas for recruiting employees.

##### **Learning Objectives**

- 4.a. Cite the factors that must be considered when hiring new employees.
- 4.b. Identify recruitment methods.
- 4.c. Break down the best ways to find qualified employees.
- 4.d. Explore a job specification.
- 4.e. Explore primary purposes of employee orientation.
- 4.f. Examine areas available for advertising and recruiting employees.

#### **5. Evaluate employee performance.**

##### **Assessment Strategies**

- 5.1. Written Objective Test
- 5.2. Written Product
- 5.3. Case Study

##### **Criteria**

*You will know you are successful when*

- 5.1. you illustrate the operating principles of a performance improvement plan.
- 5.2. you determine how performance standards can be used to develop a system of managing employees and their work.
- 5.3. you analyze why some performance systems succeed.
- 5.4. you analyze why some performance systems fail.
- 5.5. you analyze the benefits of performance reviews.
- 5.6. you analyze the purposes of performance reviews.
- 5.7. you determine the actions that a supervisor takes after an employee's appraisal review.
- 5.8. you determine legal issues surrounding employee evaluations.

##### **Learning Objectives**

- 5.a. Illustrate the basic operating principles of a performance improvement plan.
- 5.b. Determine how performance standards can be used to develop a system of managing employees and their work.
- 5.c. Analyze why some performance systems succeed and others fail.
- 5.d. Analyze the purposes and benefits of performance reviews.
- 5.e. Determine the appropriate actions that a supervisor must take after an employee's appraisal review.
- 5.f. Determine potential legal issues surrounding employee evaluations.

#### **6. Analyze the effects of a motivational environment.**

##### **Assessment Strategies**

- 6.1. Written Objective Test
- 6.2. Written Product
- 6.3. Case Study

##### **Criteria**

*You will know you are successful when*

- 6.1. you examine the supervisor's role in motivating employees.
- 6.2. you examine ways to build work climate.
- 6.3. you explain why individual strategies of motivation are essential.
- 6.4. you investigate ways to keep employees motivated.

**Learning Objectives**

- 6.a. Examine the food service supervisor's role in motivating employees.
- 6.b. Examine ways to build a positive work climate.
- 6.c. Explain why individual strategies of motivation are essential.
- 6.d. Investigate ways to keep employees motivated.
- 6.e. Describe ways of creating an attractive job environment.
- 6.f. Analyze why the leader is key to a positive work environment.

**7. Determine the effects of team building and coaching.**

**Assessment Strategies**

- 7.1. Written Objective Test
- 7.2. Written Product
- 7.3. Case Study

**Criteria**

*You will know you are successful when*

- 7.1. you examine the difference between groups and teams.
- 7.2. you demonstrate how supervision can build teams.
- 7.3. you explore steps in establishing a total quality management process.
- 7.4. you determine ways for supervisors to empower employees.
- 7.5. you determine team challenges that supervisors face.

**Learning Objectives**

- 7.a. Examine the difference between groups and teams.
- 7.b. Demonstrate how supervision can build successful teams.
- 7.c. Explore the steps in establishing a total quality management (TQM) process.
- 7.d. Determine effective ways for supervisors to empower employees.
- 7.e. Analyze the recommendations outlined in the 8-step coaching model.
- 7.f. Document team challenges that supervisors face.

**8. Forecast the importance of employee training and development.**

**Assessment Strategies**

- 8.1. Written Objective Test
- 8.2. Written Product
- 8.3. Case Study

**Criteria**

*You will know you are successful when*

- 8.1. you analyze the importance of training in the food service industry.
- 8.2. you determine scenarios in which retraining is necessary.
- 8.3. you explain the value of supervisors training new employees.
- 8.4. you summarize the principles of adult learning theory.
- 8.5. you determine the steps for developing a job training program.

**Learning Objectives**

- 8.a. Analyze the importance of training in the food service industry.
- 8.b. Determine scenarios in which retraining is necessary.
- 8.c. Explain the value of supervisors training new employees.
- 8.d. Summarize the principles of adult learning theory.
- 8.e. Determine the steps for developing a job training program.

**9. Validate the importance of conflict management, conflict resolution, and conflict prevention.**

**Assessment Strategies**

- 9.1. Written Objective Test
- 9.2. Written Product
- 9.3. Case Study

#### **Criteria**

*You will know you are successful when*

- 9.1. you define conflict.
- 9.2. you examine the principles of conflict management.
- 9.3. you document methods of conflict resolution.
- 9.4. you determine warning signs of workplace violence.
- 9.5. you employ preventative measures for workplace violence.

#### **Learning Objectives**

- 9.a. Define conflict.
- 9.b. Examine the principles of conflict management.
- 9.c. Document effective methods of conflict resolution.
- 9.d. Determine warning signs of workplace violence.
- 9.e. Employ preventative measures for workplace violence.
- 9.f. Illustrate the principles of conflict prevention.

### **10. Examine types of discipline utilized in the food service workplace.**

#### **Assessment Strategies**

- 10.1. Written Objective Test
- 10.2. Written Product
- 10.3. Case Study

#### **Criteria**

*You will know you are successful when*

- 10.1. you discover the four elements of discipline.
- 10.2. you compare approaches to discipline.
- 10.3. you determine the purpose of employee assistance programs.
- 10.4. you describe forms of harassment in the workplace.
- 10.5. you examine the role of supervisors in establishing discipline.
- 10.6. you examine the role of supervisors in maintaining discipline.

#### **Learning Objectives**

- 10.a. Discover the four essential elements of discipline.
- 10.b. Compare approaches to discipline.
- 10.c. Illustrate ways to administer discipline in the workplace.
- 10.d. Determine the purpose of employee assistance programs.
- 10.e. Determine the direct and indirect costs of workplace accidents.
- 10.f. Examine the role of supervisors in establishing and maintaining discipline.

### **11. Critique an employee handbook.**

#### **Assessment Strategies**

- 11.1. Case Study
- 11.2. Written Objective Test
- 11.3. Written Product

#### **Criteria**

*You will know you are successful when*

- 11.1. you determine elements of an employee handbook.
- 11.2. you examine reasons for having an employee handbook.
- 11.3. you identify uses of an employee handbook.
- 11.4. you explore legal ramifications of an employee handbook.
- 11.5. you determine how a handbook can increase employee morale.

#### **Learning Objectives**

- 11.a. Examine the reasons for having an employee handbook in the workplace.
- 11.b. Determine the key elements that an employee handbook should include.

- 11.c. Explore the legal ramifications of an employee handbook.
- 11.d. Identify some of the uses of an employee handbook.
- 11.e. Illustrate how a well-designed employee handbook can increase employee morale.

## **12. Develop a job description and job specification.**

### **Assessment Strategies**

- 12.1. Written Objective Test
- 12.2. Case Study
- 12.3. Written Product

### **Criteria**

*You will know you are successful when*

- 12.1. you distinguish between a job description and job specification.
- 12.2. you create a job description.
- 12.3. you create a job specification.
- 12.4. you employ the use of a job description and specification as a recruiting tool.
- 12.5. you employ the use of a job description and specification as a training tool.
- 12.6. you determine the legal importance of job descriptions and specifications.
- 12.7. you conduct a job/task analysis.

### **Learning Objectives**

- 12.a. Investigate the steps in the employee selection process.
- 12.b. Distinguish between job descriptions and job specifications.
- 12.c. Create a written job description and job specification.
- 12.d. Employ the use of a job description and job specification as a recruiting and training tool.
- 12.e. Determine the legal importance of well-written job descriptions and specifications.
- 12.f. Conduct a job/task analysis.