

HRM256 : Management of Institutional Foodservice and Hospitality Personnel and Operations

General Information

Author:	<ul style="list-style-type: none">Andrew Feldman
Course Code (CB01) :	HRM256
Course Title (CB02) :	Management of Institutional Foodservice and Hospitality Personnel and Operations
Department:	HRM
Proposal Start:	Summer 2025
TOP Code (CB03) :	(1307.20) Lodging Management
CIP Code:	(52.0904) Hotel/Motel Administration/Management.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000271293
Curriculum Committee Approval Date:	09/11/2024
Board of Trustees Approval Date:	11/19/2024
Last Cyclical Review Date:	09/11/2024
Course Description and Course Note:	HRM 256 covers management skills for students pursuing a career in supervision within the restaurant/hospitality/healthcare industry. It includes the application of basic management concepts and techniques necessary in achieving objectives in the management of human resources and foodservice operations. Using case studies, students analyze the hospitality workplace, management responsibilities in budgeting for the operations as well as coaching, training, and communicating with the workforce. Decision making and leadership development is also discussed.
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none">Credit
Mode of Delivery:	No value
Author:	<ul style="list-style-type: none">Andrew Feldman
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">Cullnary Art/Food Technology (Food service, meat cutting, baking, waiter/waitressing, bartending)
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Grade with Pass / No-Pass Option

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Transferable to CSU only

Transferability Status

Approved

C-ID	Area	Status	Approval Date	Comparable Course
HOSP	Hospitality	Approved	02/19/2019	HOSP 170 X - Supervision

Units and Hours

Summary

Minimum Credit Units (CB07)	3
Maximum Credit Units (CB06)	3
Total Course In-Class (Contact) Hours	54
Total Course Out-of-Class Hours	108
Total Student Learning Hours	162

Credit / Non-Credit Options

Course Type (CB04)

Credit - Degree Applicable

Noncredit Course Category (CB22)

Credit Course.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Credit Course.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education Status (CB10)

Weekly Student Hours

Course Student Hours

In Class	Out of Class		Course Duration (Weeks)	18
Lecture Hours	3	6	Hours per unit divisor	0
Laboratory Hours	0	0	Course In-Class (Contact) Hours	
Studio Hours	0	0	Lecture	54
			Laboratory	0
			Studio	0
			Total	54
			Course Out-of-Class Hours	
			Lecture	108
			Laboratory	0
			Studio	0
			Total	108

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Advisory

ESL141 - Grammar And Writing IV

Objectives

- Compose a 400 to 450-word thesis-based essay which: (a) summarizes and cites appropriately a reading passage provided as a prompt, (b) includes a clear thesis statement, (c) uses evidence to support the thesis, (d) shows clear organization into an introduction, body, and conclusion, and (e) uses appropriate rhetorical modes such as comparison/contrast, cause/effect, and persuasion in order to support a thesis.

OR

Advisory

ENGL101 - Introduction to College Reading and Composition

Objectives

- Read, analyze, and evaluate a variety of primarily non-fiction readings for content, context, and rhetorical merit with consideration of tone, audience, and purpose.
- Write timed, in-class essays exhibiting acceptable college-level control of mechanics, organization, development, and coherence.

Entry Standards

Entry Standards	Description
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Demonstrate control of verb tenses in active and passive voice, gerunds and infinitives, conditionals real and unreal, adjective, noun, and adverb clauses, and transitional expressions.	No Value
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Comprehend multi-paragraph reading passages in textbooks.	No Value
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Course Limitations

Cross Listed or Equivalent Course	Description
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No value	No value
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Specifications

Methods of Instruction

Methods of Instruction	Lecture
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Methods of Instruction	Multimedia
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Methods of Instruction	Collaborative Learning
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Methods of Instruction	Guest Speakers
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Out of Class Assignments

- Individual project (e.g. survey food service operations and write a report)

Methods of Evaluation	Rationale
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Project/Portfolio	Group project
Exam/Quiz/Test	Quizzes
Project/Portfolio	Individual projects
Exam/Quiz/Test	Final examination

Textbook Rationale

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Levgold, D.	Foodservice Management By Design	Association of Nutrition and Foodservice Professionals	2020	978-0-578-78561-5

Other Instructional Materials (i.e. OER, handouts)

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Demonstrate an understanding of the organizational chart, the working relationships and accountabilities within the organization, and major operational elements of institutional food service operations.

Demonstrate ability to develop, update and revise policies and procedures.

Identify essential managerial responsibilities within the institutional food service industry such as planning work schedules and evaluating adequacy of labor hours.

Describe leadership styles and recognize successful motivational techniques.

Apply recruiting and interviewing techniques.

Use performance evaluation and effective discipline guidelines.

Demonstrate clear communication and listening skills.

Respecting cultural diversity.

Demonstrate the art of delegating responsibilities.

Discuss continuous quality assurance and performance improvement procedures.

SLOs

Formulate the overall qualities and skills of an effective institutional food service manager.

Expected Outcome Performance: 70.0

ILOs Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate
Core creativity that leads to innovative ideas.
ILOs

Discuss continuous quality assurance and performance improvement procedures.

Expected Outcome Performance: 70.0

ILOs Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate
Core creativity that leads to innovative ideas.
ILOs

Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

Overview (3 hours)

- Foodservice managers and the management process
- The organizational chart and its working relationships: responsibilities and accountabilities of the foodservice manager
- Policies and procedures: purpose and revisions
- Components of institutional foodservice personnel management
- Effective supervisory skills and keys to success for the foodservice manager

Effective Communication (3 hours)

- Overview of the communication process
- Awareness and understanding of cultural diversity
- Speaking skills
- Listening skills
- Non-verbal communication in the food service workplace
- Business writing skills

Supervisory Responsibilities: Recruitment (4 hours)

- Assess personnel needs and job specifications
- Develop descriptions and competencies for staff positions
- Recruit and select personnel: internal and external recruiting
- Employee turnover issues and challenges Interview applicants

Orientation and Training (3 hours)

- Importance of relevant and appropriate in-service training
- Types of training models
- Measure training results
- Analyze training costs
- The four-step training method

Managing Productivity and Controlling Labor Costs (4 hours)

- Forecast food service volume
- Plan and evaluate adequacy of labor requirements
- Develop a food production schedule
- Monitor meal service for diet accuracy, portion size, temperature and texture
- Use the staffing guide as a labor scheduling tool
- Measure productivity standards

Evaluating and Coaching (3 hours)

- Benefits of performance evaluations
- Obstacles to effective performance evaluations
- Common performance evaluation errors
- Approaches to performance evaluations
- Formal and informal coaching

Disciplining Employees (3 hours)

- Myths about discipline
- The purpose of disciplinary action
- When to take disciplinary action
- Utilize progressive discipline
- Manage the disciplinary process

Legal Aspects of Managing Employees in the Foodservice/Hospitality Industry (4 hours)

- Equal employment opportunity laws
- Workplace discrimination
- Sexual harassment
- Family and medical leave act
- Safety and security
- Managing employee performance
- Substance abuse
- Employment records and retention
- Workplace surveillance

How to be an Effective Institutional Foodservice/Hospitality Manager (3 hours)

- Team building
- What is teamwork and what are the types of team work
- Stages of team development
- The supervisor as a team leader

Motivation as a Management Tool (3 hours)

- Generation X, millennials and beyond
- Getting to know your employees
- Motivational strategies
- Identifying motivational problems
- Leadership styles and motivations

Managing Conflict in the Foodservice/Hospitality Work Place (3 hours)

- Benefits of conflict Sources of conflict
- Types of conflict
- Outcomes of conflict
- Conflict management styles
- Tips for negotiating conflict

Improving Effectiveness as a Foodservice/Hospitality Manager (3 hours)

- Importance of time management
- Myths concerning time management
- Time management tools
- The art of delegation
- Barriers to delegation

Managing Change in the Work Place (3 hours)

- Identify existing problems and needs
- Prepare justification for change
- Implement plan of action

Professional Development (3 hours)

- Own, plan and execute your personal development

Managing Professional Communications (3 hours)

- Participate in regulatory agency surveys
- Participate in interdisciplinary meetings
- Communicate client information at care planning meetings
- Manage department meetings

Managing a Budget (3 hours)

- Determine facility needs
- Plan a budget for improvements in the department design and lay out
- Calculate cost of food, menus, labor and supplies
- Conduct a productivity cost comparison study
- Monitor expenses and recommend cost saving department practices
- Manage and promote revenue-generating services: i.e., cash activities and catered events
- Implement variance report of actual costs vs. budget

Quality Assurance/Performance Improvement (3 hours)

- Evaluate client acceptance of foods
- Define objectives and standards for foodservice
- Monitor/audit quality indicators with proper tools Interpret data for reports
- Analyze data and making recommendations for improvements

Total hours: 54

Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

No

GCC Major Requirements

No Value

GCC General Education Graduation Requirements

No Value

Repeatability

Not Repeatable

Justification (if repeatable was chosen above)

No Value

Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liaison?

No Value

Did you contact the DEIA liaison?

No

Were there any DEIA changes made to this outline?

No Value

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

No Value

If additional resources are needed, add a brief description and cost in the box provided.

No Value