

**Nashville State Community College
School of Business & Professional Studies
Hospitality Management**

**Master Course Syllabus
7 weeks, Hybrid**

HMGT 1130-Supervision in the Hospitality Industry

This syllabus sets forth the expectations for course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. Students will be notified if any changes are made. Though changes are possible, it is expected that the course will be conducted as described in this syllabus.

Course Information:

Course Title: Hospitality Supervision

Credits: 3

Class Hours: Hybrid

Course Description:

The purpose of this course is to prepare students for supervisory positions in the hospitality industry. *Be ready to serve, ready to lead!* The class will be reviewing current industry leadership skills and best practices. Tools will be used to help assess student strengths through the Myers Briggs Type Indicator (MBTI). Understanding leadership skills and preferences will help students learn to work within teams and in a diverse work force. Students will have the opportunity to learn the foundations of supervision that will provide good decision making. Students will review current trends and articles on best practices.

Each student is expected to actively contribute as individuals using online resources that will include communication, documentation of development, time management, and project management skills.

Instructor Information:

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Office Location: Southeast Campus, Room 1460

Office Hours: I know many of you have busy schedules. I will be glad to set up appointments in person or by zoom based on your availability. Please text my cell or email me to set up appointments.

Zoom: <https://nsc.edu.zoom.us/j/9626548926>

Required Textbook(s) & Other Materials:

Textbook(s): Leadership & Management in the Hospitality Industry, 3rd Edition, Woods & King
ISBN: 978-0-86612-347-1

Reference Materials: Handouts will be available for the MBTI self-assessment test and review, Seven Habits of Highly Effective People Book Summary, communication best practices and a model for the case study.

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the bookstore's website (<https://www.bkstr.com/nsccestore/shop/textbooks-and-course-materials>) using your A# or by entering your course information. If you are registered with the Access Center and need an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu.

Digital Course Materials (DCM):

These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program until the end of the second week of classes. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit www.nsc.edu/dcm.

Honors Option: Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

STAY IN TOUCH

A great way to stay on schedule is to keep your assignments on your cell phone through texts. Listed below is the link with the instructions.

<https://s3.amazonaws.com/nsc.edu/PDFs/faculty-staff/enable-text-notifications.pdf?mtime=20221011104910>

Course Outcomes:

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

1. Define and recognize traditional management skills and styles
2. Summarize the **Seven Habits of Highly Effective People** as defined by Stephen Covey. Handout-book summary on Seven Habits of Highly Effective People.
3. Evaluate personal leadership styles through the Myers-Briggs Type Indicator. Recognize student personal preferences, strengths, and differences. Determine best ways to work with other (MBTI) styles.
4. Recognize the characteristics of High-Performance Organizations.
5. Discuss the impact of service and explain the guest problem approach- ILEAD (Identify-Listen-Empathize-Apologize-Deliver a solution).

6. Recognize and apply a continuous improvement process.
7. Discuss the framework of 4 Degrees of Executions (4DX) as a continuous improvement process. (Handout on 4DX)
8. Recognize the roles of various communication skills on leadership.
9. Identify the best practices in listening, speaking and writing. (Handouts)
10. Apply goal setting in a case study. (8-Step Handout).
11. Summarize coaching and conflict management skills.
12. Describe the roles of teams and the stages in team development.
13. Recognize the diversity approaches in the hospitality workforce.
14. Compare strategic career planning options.

Course Competencies:

The following are general education or detailed course competencies intended to support the course outcomes:

1. Recognize leadership factors that influence and impact successful hospitality operations.
2. Identify service and quality solutions for exceptional customer service results.
3. Recognize current industry skills and applications in setting a foundation for a supervisory role.
4. Compare career options and required skills for positions within the hospitality industry.
5. Explain characteristics of successful work teams and the team decision making process.
6. Identify the role of customers service and continuous improvement in hospitality
7. Explain the diversity in the hospitality workforce and strategies to manage the workforce.

The following are general education competencies intended to support the course outcomes:

1. Know how to locate, evaluate, and use information sources.
2. Use critical thinking skills.
3. Apply scientific thought processes to a range of situations.

Topics to Be Covered:

1. Effective Leadership styles and models.
2. Learning and applying problem Solving approaches.
3. Managing successful work teams
4. Understand effective conflict management approaches.
5. Learn and apply effective communication skills.

Course Assessments:

Rubrics

As assigned for Discussions, Exercise 1 and the Case Study

Grading Scale and Weighting

Grade Weighting: Each assignment in the course will count towards a calculated weight distribution.

- Discussions = 20%
- Quizzes = 20%
- Exercise 1- *Reverse Resume*-10%

- Case Study- Problem Solving, 8-Step-10%
- Exams = 40%
 - Midterm- 15%
 - Final-25%

Grade Scale

- A = 90%-100%
- B = 80-89%
- C = 70-79%
- D = 60-69%
- F = 59-below
- FA (never withdrew)
- FN (never attended)

Assignment Descriptions

For each of the activities listed below, be sure to follow the deadlines provided on the **Course Schedule**, which is available on **Getting Started**. Missed activities will result in the loss of the corresponding grade. See additional penalties and policies listed under the Late Work section of this syllabus.

Formative Assignments

- Discussions-The purpose of the discussion activities are for students to demonstrate that they have a working knowledge of the week's assignment and are able to actively engage in conversations with the assigned topic. Discussion topics are assigned Mondays at 6AM. Discussions are expected to be posted by the following Sunday at midnight. Responses are expected by the following Wednesday at midnight.
- Quizzes. There will be weekly quizzes. They will be posted Monday morning at 6AM with a completion date of the following Sunday at midnight. The quizzes will be a review of the assigned readings and assignments for that week.

Summative Assignments

Any submitted assignments that are final submissions and will be graded according to the provided rubrics for each assignment.

- *Exercise 1 and Case Study- There will be an exercise on learning career options and a case study that outlines an industry related problem. Students must reflect on learnings from the course to analyze problems and make recommendations to solve the problem.*
- *Test and Exams: This course will have an online midterm and final exam. There are a total of 2 online exams. The exams are timed events in NS Online D2L.*
- Note: When taking assessments:
 - The preferred browsers to use for an assessment or PC and Mac users are Mozilla Firefox or Google Chrome. Please do not use Internet Explorer.
 - Students should seek a computer with a wired connection if available. If using a wireless connection, be sure to be close enough to the wireless router that has the strong signal.

- If this course requires the use of the Respondus Lockdown Browser, be sure to download it from [NSCC's Proctoring Link](#).

Grading Policy:

A grade of "C" or above must be earned in culinary prerequisite courses to meet requirements for enrollment in subsequent courses. A grade of "C" or above in all Hospitality management courses must be earned prior to graduation.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

You are expected to take all quizzes and exams (theory & production) at the scheduled time. Make up quizzes will be given at the instructor's convenience. Without prior arrangements, no makeup exams will be given.

Attendance Policy

Students who have been exposed to COVID-19 or who have tested positive must email virusinfo@nsc.edu.

The College is not an attendance taking institution as defined by 34 CFR 668.22(b)(1) in the Code of Federal Regulations; however, students are expected to attend all scheduled classes and laboratories.

- Absences in a course may affect a student's final grade.
- Tardiness may also affect a student's final grade.
- Students are responsible for all work/tests that occur during any missed class session(s) regardless of reason(s) for absence.
- Students who are sick or not well enough to attend class must notify the instructor as soon as possible before the scheduled class time, unless incapacitated or unable to do so. In that case, students must contact the instructor as soon as reasonably possible.
- If a student has an unavoidable conflict with a scheduled class session, students must notify the instructor, preferably before the class session, or as soon as possible.

For purposes of financial aid continued attendance is determined via engagement in the course. This can be accomplished in several ways including, but not limited to, continued attendance and/or participation in on-ground class sessions, participating in D2L as prompted (e.g., responding to an instructor's email, posting to a discussion board), and/or completing and submitting assignments.)

To the extent that attendance is kept in this class it is not for the purpose of the College but is instead associated with the instructor's individual grading rubric. The attendance policy for this class is:

Grading Scale:

Letter Grade	Percentage Range
A	90-100
B	80-89
C	70-79
D	60-69
F	59-below

FA

According to NSCC policy, an FA is awarded to students who do not officially withdraw from a course and do not attend after the cut-off date provided in the academic calendar. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the “Last Day to Earn F for Attendance (FA).” Students who stop attending on or before this date receive an FA; students who stop attending after this date receive an F.

For online courses, attendance is defined by submission of assignments. Students who fail a course and whose last assignment is submitted on or before the FA date will earn an FA for the course. Students who fail a course and whose last assignment is submitted after the FA date will earn an F for the course. An FN is assigned to students who do not submit any assignments.

FN

An FN is awarded to students who never attended class.

Technology Statement

- All classes at the College are web enhanced. “Web enhanced” means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on “mute” until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on the [access to internet and technology website](#).

Computer Labs

Computers are available for student use at each campus during campus open hours. Open computer lab availability for Spring 2023 may vary from campus to campus.

Students should check NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is your responsibility to check your email in both D2L/NS Online course shells and your @my.nsc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nsc.edu emails contain important information from college offices, such as Financial Aid.

ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage

you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3363, or e-mail accesscenter@nsc.edu

Classroom Misconduct

Nashville State Community College has a zero-tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary measures. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

Academic Misconduct

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an "F" or a "zero" for the exercise, paper, or examination, or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

(Each instructor will outline his/her expectations for academic integrity and provide individualized information about consequences for academic misconduct.)

Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nsc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not

change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: <https://www.getrave.com/login/nscc>. The instructions for this are listed below.

- Your RAVE Username is your NSCC email address.
- If you've never received an email from RAVE with your password, or if you need to reset your password, select “Forgot your password?” and a new password will be emailed to you.
- Should the RAVE system indicate “user not found”, select Register and create your own RAVE account.

Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- Free tutoring provides assistance beyond the classroom to help you make the most of your college education.
- These resources include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- Services that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

Equity Statement

Nashville State Community College strives to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We understand and practice ideals of equity and inclusion for our students by embracing a full spectrum of experiences, viewpoints, and intellectual approaches in order to overcome barriers to success.

Inclement Weather & Campus Closings

You get notices about campus closings in these places: text messages from RAVE and www.nsc.edu. Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Class Cancellation Policy

Our instructors post messages about cancelling classes in the D2L/NS Online course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.