

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	FSS 2300
COURSE TITLE:	Supervision and Personnel Management
PREREQUISITE(S):	None
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	3
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	3
Laboratory:	
Other _____:	
FACULTY WORKLOAD POINTS:	3
STANDARDIZED CLASS SIZE ALLOCATION:	25
CATALOG COURSE DESCRIPTION:	
<p>Students will develop and demonstrate skills necessary to the managerial procedures and functions of a food service operation. The course emphasizes personnel selection, interviewing techniques, supervision, organization, and planning and evaluation.</p>	
SUGGESTED TEXT(S):	<u>Supervision in the Hospitality Industry</u> ; by Raphael R. Karanaush and Jack D. Ninemeier, 2nd edition.
EFFECTIVE DATE:	November 14,1987
REVIEW OR MODIFICATION DATE:	Fall Term, 1996 (971) Fall Term, 2002 (20031) Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Introduction to Hospitality, Restaurant and Culinary Management	3
A. Roles of Managers	(2)
B. Components of Management	(1)
II. Personnel Management Staffing Procedure	15
A. Staff Needs	(2)
B. Job Descriptions	(2)
C. Job Analysis	(2)
D. Work Schedules	(2)
E. Organizational Charts	(1)
F. Personnel Recruitment	(2)
G. Equal Opportunity Employment	(2)
H. New Employee Orientation	(2)
III. Personnel Management Skills I	9
A. Policies and Procedures	(2)
B. Personnel Evaluation	(2)
C. Labor Unions	(2)
D. Grievance Procedures	(1)
E. Americans with Disability Act	(2)
IV. Employee Basic Communications and Training	12
A. Communications Skills	(2)
B. Motivation and Human Relations	(2)
C. Employee Counseling	(2)
D. Employee Manuals	(2)
E. On-the-Job Training	(2)
F. In-Service Education	(2)
V. Personnel Management Skills II	6
A. Management by Objectives	(2)
B. Time Management	(2)
C. Laws and Regulations	(2)

PROGRAM TITLE: Hospitality Management
COURSE TITLE: Supervision and Personnel Management
CIP NUMBER: 0206.079900

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

02.0 APPLY HUMAN RELATIONS, LEADERSHIP AND COMMUNICATIONS SKILLS -- The student will be able to:

- 02.03 Apply verbal skills.
- 02.04 Apply writing skills.

10.0 SUPERVISE PERSONNEL -- The student will be able to:

- 10.01 Conduct employee performance evaluation.
- 10.03 Conduct task analysis.
- 10.04 Conduct new employee orientation to facility and company policies.
- 10.07 Train new employees.
- 10.11 Prepare job descriptions.
- 10.12 Administer disciplinary actions.
- 10.19 Delegate responsibility and authority.

