

Course Abstract

If you need accommodations due to a disability, contact Disability Services in Edison Hall Room 100, 732.906.2546.

To foster a productive learning environment, the College requires that all students adhere to the Code of Student Conduct which is published in the college catalog and website.

Course ID and Name: HCD 125 – Management and Leadership in the Hospitality Industry

Department:

Chairperson or Course Coordinator: Dr. Mary-Pat Maciolek

Office Location: College Center 185

E-mail Address: mmaciolek@middlesexcc.edu

Telephone: 732-906-2538

Prerequisites: none

Co-requisites: none

Course Description: An introduction to the principles of effective supervision by today's hospitality managers. Supervisory skills that impact the working relationship between supervisors and employees. Industry Certification.

General Education Status:

Credits: 3.0

Lecture Hours: 3.0

Lab Hours: 0

Learning Outcomes:

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

1. identify the essential management functions as they relate to achieving organizational goals.
2. illustrate human relations concepts and how human needs can be satisfied in the work place.
3. appraise the role of the supervisor as a professional in a multi-faceted business environment.

Course Content Areas:

The management process. Effective communication. Recruitment, selection, training and orientation of new employees. Managing productivity and labor costs. Motivation through leadership. Managing conflict. Time management skills.