

# Broward Community College Course Outline

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STATUS:   A  

COMMON COURSE NUMBER:   HFT 2220  

COURSE TITLE:   Organization and Personnel Management  

CREDIT HOURS:           3          

**CONTACT HOURS BREAKDOWN:**

Lecture/Discussion           48          

Lab   

Other   

Contact Hours/Week           3          

**CATALOG COURSE DESCRIPTION:**

Prerequisite: HFT 1210 or Instructor's Approval

Corequisite: None

This course covers the organization, supervision and direction of operations in the hospitality/restaurant/travel industries. It analyzes the internal organizational structure and its administrative roles and functions. The course considers techniques of employee training, promotions, job specifications, discipline and morale. The course borrows from the behavioral sciences by emphasizing the human dimensions of management.

General Education Requirements - Associate of Arts Degree, meets Area(s):

General Education Requirements - Associate in Science Degree, meets Area(s):

**UNIT TITLES:**

1. Organizing People Relations
2. Organizational Development
3. Management, Motivation and Morale
4. Management Development

## **I. Course Overview:**

Upon successful completion of this course, the students should possess the requisite knowledge, skills, abilities and attitudes necessary to perform successfully as a member of a management team in a segment of the Hotel/Food Service/Tourism Industries.

## **II. Units:**

### **Unit 1. Organizing People Relations**

#### General Outcome:

- 1.0 The students should be able to define the basic principles of organizational theory and demonstrate competence in creating an organizational chart for a specified segment of the Hotel/Food Service/Tourism Industries.

#### Specific Learning Outcomes:

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

- 1.1 List the basic principles of organizational theory.
- 1.2 Define an optimum organizational chart for a specific unit of the Hotel/FoodService/Tourism Industries.

## Unit 2. Organizational Development

### General Outcome:

2.0 The students should be able to demonstrate competence in creating planned organizational change and in problem-solving utilizing those tools, technologies, and practices generally accepted by the leading organizational development practitioners.

### Specific Learning Outcomes:

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

- 2.1 List the basic principles of organizational theory.
- 2.2 Define an optimum organizational chart for a specific unit of the Hotel/Food Service/Tourism Industries.

### Unit 3. Management, Motivation and Morale

#### General Outcome:

3.0 The students should be able to define the responsibilities of management motivation and morale, to explore accepted theories of motivation and internalize at least one into his/her own individual management style.

#### Specific Learning Outcomes:

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

- 3.1 Determine and explain managerial responsibilities for the motivation of and management's stake in the morale of line employees.
- 3.2 List the six most universally accepted current theories of motivation along with the behavioral scientist(s) most responsible for the development and popularization of each.
- 3.3 Given a case incident selected by the instructor, identify problems caused by lack of employee motivation and recommend improvements based on one of the most universally accepted current theories of motivation.

## Unit 4. Management Development

### General Outcome:

4.0 The students should be able to define the basic principles of management development and to trace its evolution to today in the Hotel/Food Service/Tourism Industries.

### Specific Learning Outcomes:

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

- 4.1 List the basic principles of management development tracing current concepts to their earlier beginnings.
- 4.2 List the basic principles of human resource accounting.
- 4.3 Define and implement a system of human resource accounting for a specific unit of the Hotel/Food Service/Tourism Industries.

**Special Student Projects:**

An in-depth research project on a currently popular theory of motivation for people management and a presentation with illustrations of the practical uses of this theory in the Hotel/Food Service/Tourism Industries.