



Broward Community College

Course Outline

STATUS: A

COMMON COURSE NUMBER: HFT 2942

COURSE TITLE: Management and Control Practicum

CREDIT HOURS: 3

CONTACT HOURS BREAKDOWN:

Lecture/Discussion 16

Lab

Other 240

Contact Hours/Week 3

CATALOG COURSE DESCRIPTION:

Prerequisite: None

Corequisite: None

This course requires practical work experience or participation in a formalized internship program in related disciplines in an approved segment of the hospitality/restaurant/travel industries and is coordinated with a weekly seminar. Faculty makes regular appraisals of the learning progress through on-site visitations and consultations with supervisors. Emphasis is placed on human relations, motivational techniques and management styles relating to the control of employees, money, and material as they are used to satisfy customer needs.

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

UNIT TITLES:

1. Management and Motivation
2. Performance Appraisals
3. Work Environment
4. Budgets and Forecasting
5. Company Culture

I. Course Overview:

Upon successful completion of this course, the students should be able to describe how company culture, management styles and control techniques interrelate in providing maximum customer satisfaction at acceptable profit levels.

II. Units:

Unit 1. Management and Motivation

General Outcome:

- 1.0 The students should be able to report on levels of decision making and the functions of human relations in the decision-making process.

Specific Learning Outcomes:

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

- 1.1 Cite examples of the three levels of decisions and describe how these decisions are implemented.
- 1.2 Discuss how a manager/supervisor promotes the maximum use of employee abilities.
- 1.3 Narrate how maximum job satisfaction can be fulfilled.
- 1.4 Discuss the degree (if any) of staff participation in the decision-making process.

Unit 2. Performance Appraisals

General Outcome:

2.0 The students should be able to report on the performance appraisal process.

Specific Learning Outcomes:

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

- 2.1 Identify and describe the performance appraisal process used by the organization.
- 2.2 Discuss the inherent weaknesses of rating systems.
- 2.3 Describe the characteristics of an effective rating program.
- 2.4 Describe how appraisals can be a means of improving performance.
- 2.5 Identify information available to managers in trying to understand their personnel.

Unit 3. Work Environment

General Outcome:

3.0 The students should be able to report on the work environment as it relates to programs fostering the health, welfare, and safety of employees.

Specific Learning Outcomes:

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

- 3.1 Outline health and welfare programs in effect.
- 3.2 Outline an employee safety program.
- 3.3 Describe steps that can be taken by management to motivate employees and positively impact morale.

Unit 4. Budgets and Forecasting

General Outcome:

- 4.0 The students should be able to describe the budgeting and forecasting processes by interviewing appropriate management staff.

Specific Learning Outcomes:

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

- 4.1 Identify who prepares budgets and forecasts, the departments involved, and the forms used.
- 4.2 Describe how budgets and forecasts are used.
- 4.3 Discuss the accuracy of forecasts as they relate to the budget.
- 4.4 Determine the effectiveness of budgets and forecasts in controlling costs.

Unit 5. Company Culture

General Outcome:

5.0 The students should be able to report on what is involved in developing a company culture and its commitment to quality at all levels of the organization.

Specific Learning Outcomes:

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

- 5.1 Identify primary determinants of quality.
- 5.2 Determine if the organization has specific quality standards and give examples.
- 5.3 Explain how personnel hiring policies relate to quality standards.
- 5.4 Describe how personnel are trained to maintain quality standards.

Special Student Projects:

Five (5) written reports (one for each unit).