



Course Syllabus

Course Code	Course Title	ECTS Credits
HMGT-300	HR and Supervision Management	10
Prerequisites	Department	Semester
HMGT-100, HMGT-110, HMGT-200	Hospitality, Tourism and Sports Management	Fall/Spring
Type of Course	Field	Language of Instruction
Compulsory	Hospitality	English
Level of Course	Lecturer(s)	Year of Study
1 st Cycle	Dr. Leonidas Efthymiou	3 rd
Mode of Delivery	Work Placement	Corequisites
Distance Learning	N/A	None

Course Objectives:

The main objectives of the course are to:

- Explore fundamental supervisory responsibilities in hospitality, with an emphasis on managing Human Resources.
- Compare and contrast the major theories of management and leadership styles as they relate to hospitality employees.
- Apply Human Resource Management functions in hospitality corporate cases.
- Identify the essential elements in a successful training program and major steps in developing such a program.

Learning Outcomes:

After completion of the course students are expected to be able to:

1. Identify fundamental supervisory responsibilities.
2. Explain the steps that supervisors can take to communicate effectively on the job.

3. Describe how supervisors work with the human resources department to recruit new employees.
4. Critically explain the function of training within an organization and the supervisor's role in identifying training needs.
5. Distinguish coaching from counselling and disciplining.
6. Identify the components of a progressive disciplinary program.
7. Utilize important laws and legal concerns that affect hospitality supervisors.
8. Describe issues supervisors should be aware of as they assume the role of team leader.
9. Explain how supervisors can increase employee participation in department activities.
10. Identify steps supervisors should follow during a meeting with employees in conflict.
11. Describe actions that supervisors can take to minimize employee resistance to change.
12. Explain why it is important for supervisors to take control of their personal as well as employee development, and describe how to execute a career development plan.

Course Content:

- The Supervisor and the Management Process
- Effective Communications for Supervisors
- Recruitment and Selection Procedures
- Training and Orientation
- Evaluating, Coaching and Delegating
- Discipline
- Special Supervisory Concerns
- Team Building and Diversity
- Motivation and Leadership Approaches
- Managing Conflict
- Managing Change
- Professional Development

Learning Activities and Teaching Methods:

The latest material and student activities are now available on the Moodle Platform. The material includes:

- Group Forum discussions that are related to LOs on the topic
- Multiple Choice Quizzes for Self-Evaluation
- Every 3 weeks one 3 hours WebEx session following the LOs
- Review activities such as Discussions Questions
- Two of the weeks include Summative Assignment deadlines

Assessment Methods:

- Group Assignment
- Individual Essay
- Exam

Participation to WebEx meetings, discussion forums and other communication tools is recommended as they will assist you in successfully completing your course.

Required Textbook / Readings:

Title	Author(s)	Publisher	Year	ISBN
Supervision in the Hospitality Industry	Jack D. Ninemeier and Raphael R. Kavanaugh.	American Hotel and Lodging Education Institute	2013	ISBN-13: 9780133255089

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Fundamentals of Human Resource Management	Dessler, G.	Pearson Education	2015	ISBN13: 9781292098463 Ebook

Human Resource Management, Gaining a Competitive Advantage	HollenBeck, N., Gerhart, W.,	McGraw-Hill.	2010	ISBN-13: 978-0072555455
Supervision in the Hospitality Industry (8th Ed.)	John R. Walker, Jack E. Miller	Wiley	2016	1119191998, 9781119191995
Introduction to Management in the Hospitality Industry, 10th Edition	Barrows, Powers	John Wiley & Sons	2012	978-0-470-91179-2
Management Theory and Practice	Cole G.A. and Kelly Phil	Cengage Learning	2017	978-1-4737-5969-5
Course Study Guide	Efthymiou, Leonidas	UNic	2018	Available in the VLE

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