LEADERSHIP AND MANAGEMENT
Course Syllabus

Course Number: HOST-0016
OCAS Code: 8452
Course Length: 60 Hours
Career Cluster: Hospitality & Tourism
Career Pathway: Lodging
Career Major(s): Lodging Manager

Pre-requisite(s): Dependent on course major

Course Description:
In this course, the students will learn leadership and management skills that will include employability skills, professional development, communication, and team building skills.

Textbooks:
- *Lodging Management Program Year 2* by The Education Institute of The American Hotel & Lodging Association (2005)
- *ProStart: Becoming a Restaurant and Foodservice Professional* by National Restaurant Association Education Foundation (2005)

Course Objectives:

A. **Demonstrate Leadership and Management Skills.**
   1. Create/update a portfolio.
   2. Create/update a resume.
   3. Apply employability skills.
   4. Identify the responsibilities of supervisory positions in lodging.
   5. Apply communication skills.
   6. Apply teamwork skills.

Objectives B. Through Q. for Lodging Career Majors.

B. **Identify Management Styles.**
   1. Describe some of the changes in the hospitality industry that have redefined management responsibilities.
   2. Define an autocratic manager.
   3. Explain how bureaucratic managers make decisions.
   4. Illustrate the way a democratic manager acts.
   5. Apply different management styles to different situations.
   6. Identify the factors that limit the use of different management styles.
   7. List the challenges managers face in balancing the focus of management with the vision of leadership.

C. **Discuss Power and Empowerment.**
   1. Define empowerment.
   2. Distinguish between centralized and decentralized organizations.
   3. List the factors that affect the degree of centralization within an organization.
   4. Explain the effect an organization’s culture has on the distribution of power.
   5. Recognize learned helplessness as a symptom of over-centralization.
   6. Describe some of the outcomes for an organization that empowers managers and employees and decentralizes.
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7. Illustrate why a manager’s authority must equal the manager’s responsibility.

D. Practice Quality Service.
1. Describe how a guest perceives value in the products and services offered by hospitality companies.
2. Define moments of truth.
3. Explain how services strategy relates to guests’ perceptions of value and critical moments of truth.
4. List the responsibility managers have in fostering quality service.

E. Discuss the Benefits of Diversity.
1. Define diversity.
2. Explain the effect of equal opportunity laws on hospitality managers.
3. List the benefits of diversity.
4. Explain the effect of equal opportunity laws on hospitality managers.
5. Summarize the Americans with Disabilities Act.
6. Respond to sexual harassment complaints.

F. Examine the Structure of Communication.
1. List the seven myths about communication.
2. Identify when successful communication takes place.
3. Explain the directions in which communication takes place.
4. Identify ways that managers can improve their skills in each communication direction.
5. Outline the barriers to effective communication.

G. Perform a Speech and Presentation.
1. Outline tips for effective speaking.
2. List and briefly describe the parts of a formal presentation.
3. Use visual aids effectively.
4. Control the environment.
5. Use your voice and body effectively.

H. Identify Listening Techniques.
1. Focus on a speaker.
2. Interpret what a speaker is communicating.
3. Evaluate the message that a speaker is communicating.
4. Respond to a message once the speaker is done.
5. List techniques for active listening.

I. Practice Business Writing Skills.
1. Explain the importance of good writing.
2. Describe the guidelines for better business writing.
3. List basic business writing rules.
4. Write a standard business memo.
5. Write a standard business letter.

J. Define Terms Related to Team Building.
1. Identify why hospitality organizations have been adopting team-building.
2. Explain the function of a team mission statement.
3. Describe how a code of conduct can increase the effectiveness of a team.
4. Identify the basic role of the team leader.
5. List factors to consider when assessing an individual’s leadership potential.
K. Identify Stages of Team Development.
1. Describe the activities that take place during the forming stage of team development.
2. Explain why conflict happens during the storming stage of team development.
3. Identify the changes in attitude that take place during the norming stage of team development.
4. Describe the characteristics of a team at the performing stage.
5. Outline what happens to a team during the transforming stage.

L. Identify the Roles of Individuals.
1. Identify positive roles that individuals play in a group.
2. Identify negative roles that individuals sometimes adopt in group situations.
3. Explain how to manage individuals and specific behaviors to encourage team building.

M. Perform a Self-Assessment.
1. Identify your strengths.
2. Examine your weaknesses.
3. Identify your interests.
4. Examine your values.
5. Identify sources of information on organizations and positions.

N. Explain Self-Marketing and Personal Promotion.
1. Examine the importance of networking.
2. List the main components of an effective resume.
3. Create a resume.
4. Write a cover letter.

O. Complete a Job Interview.
1. Prepare for interviews.
2. Anticipate interview questions.
3. Prepare for behavior based interviews.
4. Recognize illegal interview questions.
5. Question interviewers.
6. Write a thank-you letter.
7. Prepare for a second interview.

P. Respond to Job Offers.
1. Handle rejection.
2. Evaluate a job offer.
3. Choose the best job offer.
4. Negotiate a job offer.

Q. Explain Lifelong Learning.
1. Create a career portfolio.
2. Follow the seven habits of highly effective people.
3. Plan you career beyond your first job.

'ODCTE objective
All unmarked objectives are TTC instructor developed.
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Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures: 1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy percent (70%) or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

Description of Classroom, Laboratories, and Equipment: Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit: The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility: The student must maintain a grade point average of 2.0 or better.