



# Wayne County Community College District

## COURSE SYLLABUS

### FSM 215 Hospitality Human Resources Management and Supervision

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**CREDIT HOURS:** 3.00

**CONTACT HOURS:** 45.00

**COURSE DESCRIPTION:** This is a third level course that presents a specific view of the foodservice industry and begins the core knowledge and skills required for further study in this area. This course looks at the art and science of human resources management in the foodservice industry. Discussions continue with an overview of the various segments of management. Topics include the functional components of foodservice systems, trends, and employment law and staff development programs.

**PREREQUISITES:** FSM 120

#### **EXPECTED COMPETENCIES:**

*Upon completion of this course, the student will be familiar with:*

- Understand the concept of human resources operations
- Understand the intensive labor need of the industry
- Identify the components of a foodservice orientation, training and performance program
- Compare compensation and benefits per job selection
- Understand how to manage a safe and healthy workplace
- Understand the fundamentals of quality assurance
- Recognize the laws, regulations and standards affecting foodservice operations
- Evaluate staff performance
- Understand the recruiting and hiring process

#### **ASSESSMENT METHODS:**

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

#### **GRADING SCALE:**

90%-100% = A  
80%-89.9% = B  
70%-79.9% = C  
60%-69.9% = D  
<60% = E