



Developing Leaders in Hospitality

HOSPITALITY SUPERVISOR CERTIFICATE (HSC)

Course Overview and Syllabus

Overview

In today's business, the supervisor is the "main link" between the company's goals and the people who must accomplish those goals. They communicate upper management's objectives and goals to the people who must somehow accomplish them. They facilitate the process that keeps the business operating. Because of the functions of supervisors and the major role they play, it is obvious that good supervisors are the key to the success of any organization. Many of the supervisor's daily decisions affect profits, attitudes and morale. With a role and a function of this magnitude, it would seem logical that the process of becoming a supervisor would require years of training. However, most supervisors have had little or no training in supervisory skills. Almost universally, today's supervisory force is made up of employees who have been promoted from being a "super worker" to being a supervisor.

As a supervisor, effective supervisory skills are essential to maintaining a positive environment at work. Supervising employees requires a broad skill set. HSC focuses on many types of skills for a well-rounded approach. A great supervisor needs 'hard' skills to improve systems and 'soft' skills' to effectively coach and improve people. The HSC course teaches both. In order to succeed in a high performance workplace, a great supervisor needs to develop both these skills to help maintain and lead a winning team.

There are 8 HSC modules. Each module will contain the following activities which are explained in more detail below:

- ✓ Module Overview
- ✓ HSC Seminar(s)
- ✓ Seminar Assessment Quiz
- ✓ Skill Builder Activities
- ✓ Online Discussions
- ✓ "a ha!" Moments

Module Overview

At the beginning of each module, always start with the Overview tab. It contains a module breakdown of requirements.

Seminars

When you click on Seminars, you will find a corresponding seminar for each module. These are a series of self-paced, interactive sessions. Each seminar is voiced –over, so make sure the volume of your computer is turned up. You can click Pause at any time, and replay a previous slide by using the PowerPoint navigation system. We encourage all participants to take notes and use them as study material for the midterm and final exams.

Quizzes

Once you feel confident with the knowledge presented in the seminar, you are now ready to take the corresponding quiz. Click on Quizzes and select the quiz that is in the same Module Folder as the seminar you watched. You will have **ONLY two attempts** to pass each quiz with a passing grade of **70%**. After you have successfully completed the quiz, you can return to the course materials to begin a new seminar.

Skill Builder Activities

The skill builder activities allow students to put theory into practice and build on the knowledge and skills gained from the seminars. There will be a corresponding Skill Builder for each Module. Click on the Module and follow

the instructions. **Each Skill Builder is worth 5 points.** Students receive 5 points for completing them and 0 points for an incomplete activity.

Online Discussions

The discussion forum allows students to reflect on their experiences and share these experiences with peers, online faculty and AHA iCoaches. There will be a corresponding Discussion for each Module and they are worth 5 points each. Click on the Module and reply to the various discussion posts. Students are required to post one reply or one response per discussion in order to earn the 5 points.

Module Progress

Once you click on a module inside your HSC course, you will see a detailed overview of the required activities for each module. Some modules might have more than one requirement per activity so use this overview as a way to track your progress through each module.

Examinations

Two examinations will be given for this course: the midterm examination covers Modules 1-4 and the final examination covers Modules 5-8. After you have fully completed Modules 1-4, you will find your midterm exam located on the Module 4 progress checklist. After you have fully completed Modules 5-8, you will find your final exam located on the Module 8 progress checklist. Before taking your final exam, you will be asked to complete a course evaluation to help AHA further enhance our system and courses.

Please note that your midterm and final exams are automated and **ONLY** come on when you have completed **ALL** activities. Each module must have all green checkmarks in order for the midterm and final to be activated.

Grading and Special Designation

A student must have a minimum grade of 70% to earn the HSC certificate from AHA. **NOTE:** The (AHA) HSC course grade may differ from your final school grade as your school may have a different grade criteria and percentage allocation. The grade from your school is the official grade that will be seen in your Transcript of Records. Students who receive a final grade of 93% or higher will receive a special citation from the American Hospitality Academy.

Your final grade in the AHA HSC course will be computed based on the following criteria and weight distribution, for a total of 100%.

Grading Scale

Quizzes:	10%
Midterm Exam:	25%
Final Exam:	25%
Activities:	40% (Online discussions and skill builders make up this percentage)

“a ha!” Moments

At the end of each seminar you will be asked to watch what we call an **“a ha!” Moment.** What is an “a ha!” Moment? It is a mini lesson within the lesson that allows you to reflect on what you have learned and inspires and motivates you to continue to embrace the right customer service attitude. After each lesson, you will find the corresponding “a ha!” Moment in this tab within your HSC classroom.

Passport to Culture-“Inspiring Global Connections and Friendship” *Your Cultural Course Lab*

The cornerstone of AHA’s programs is the study of culture. Our foremost concern is to promote understanding and respect for different cultures - an important key to successful management and leadership in today’s multicultural workplace.

Passport to Culture (PTC) can be considered your course *cultural lab* where you have the unique opportunity to travel the world with AHA enhancing your understanding and appreciation of others. Passport to Culture allows you

to connect with others from around the world and participate in discussion forums that can make a difference in the way you think and feel about your global neighbors.

Extra Credit Points

PTC compliments your existing courses by allowing you to earn extra credit points for each stamp collected. The more activities and connections you make, the more stamps you receive in your passport. Extra credit points are earned on your final grade with AHA, based on the number of stamps you collect. Two points per stamp collected can be earned with a maximum of 12 extra credit points on your final grade.

Successful Completion and Issuance of AHA World Campus Certificate

Your instructor will inform you of the required completion dates. In addition, please check your homepage and course page for additional announcements regarding examination schedules. After you have completed your final exam, your score will be computed automatically and your final score will be generated. If you get a passing score, you will have the opportunity to print your online HSC certificate.

Getting Started!

Personalized World Campus Login

If you are having trouble logging in using the login (your email address) and password sent to you from World Campus, please check with the faculty member in charge of your section. Only students who have been previously registered by your instructor online course monitor will have access to World Campus. Below is a description of the functions you will find on the blue navigation bar once logged in.

Home Page

When you log into World Campus, you will always be taken to your Home Page. All announcements and course updates will be posted here as well as your current discussions. It is important to check your announcements often for any changes or information that pertains to your overall successful completion.

My Courses

Each time you log into World Campus, you will need to click the “My Courses” tab and then click on the Hospitality Supervisor Certificate course. You will then be taken to your “classroom” which consists of the 8 HSC modules and their corresponding activities and assignments; Module Overview, HSC Seminars, Quizzes/Examinations, Skill Builders, Discussions and “a ha!” Moments.

My Account

The My Account tab allows you to view your transcript and update your profile. Feel free to update your profile at anytime, by adding updated information about your personal, academic and/or professional life. Please, just keep it appropriate for all faculty and student participants. After your course, take time to print your transcripts for your records.

My Transcript

The My Transcript tab allows you to track your progress for each of the graded activities. All of your scores will be located in your transcript. You are also able to print your transcript at any time for your own records.

Mailbox

You are required to check your mailbox frequently for any updates from AHA, your instructor or fellow participants. It is important to understand that your World Campus mail can only send and receive mail from fellow World Campus users. You will not be able to use this with people who are not participating in this course. Every time you receive a World Campus mail, you will receive the same mail in your regular email account. Please be aware that sometimes this may go to junk mail. We suggest that you check your “spam” regularly.

Global eCafe

eCafe can be found when you click on the tab next to your Mail Box on the blue navigation bar. eCafé provides participants with the added advantage of traveling the world without leaving home by connecting with students from around the world who are currently enrolled in World Campus. Students are encouraged to use eCafe to maximize their professional development and online experience by posting in the various student forums. Your instructor will be monitoring student participation, which is optional. eCafe was provided as an added value to the HSC course.

My Play Book

My Playbook is full of win-win strategies that will help you maximize your career and course success. AHA strongly encourages you to use the information in My Playbook to enhance your professional development skills. AHA’s iCoach will be referring to it as you go through each module.

Passport to Culture

The Passport to Culture tab is where you easily click to enroll into the program and begin making new friends from around the world. This is also where you can track the number of stamps and extra credit points you have earned to date.

Breakdown of Requirements

Modules	HSC Seminars	Module Assessment	Enhancement Activities Critical Thinking Personal Development		
Module Title and Overview	Seminar	Quiz	Skill Builders	Discussion	“a ha!” Moment
Orientation	Orientation	Orientation	Goal Setting	Course Reflection	AHA Way
Learning to Lead Former Peers	Learning to Lead Former Peers	Learning to Lead Former Peers	Self Motivation	Leadership is a Relationship	The Butterfly Effect
Supervisor and Management Process	Supervisor and Management Process	Supervisor and Management Process	Take Action! Plan With the End in Mind!	Successful Delegation	The 100/0 Principle
Recruitment and Selection	Recruit a Winning Team	Recruit a Winning Team	Prevent and Influence	Building Employee Commitment	You Can’t Send a Duck to Eagle School
Conflict and Resolution	Conflict and Resolution	Conflict and Resolution	Explosion in the Kitchen	You as the Supervisor	The Power of Discipline
MIDTERM EXAM		MIDTERM EXAM			
Orientation and Training	Team in Training	Team in Training	Training Expectations	Getting Good at Getting Along	What it takes to be #1
Motivation and Teambuilding	Motivating and Teambuilding	Motivation and Teambuilding	Positive and Negative Motivational Strategies	Walk the Recognition Talk	Working as a Team
Managing Productivity	Managing Productivity	Managing Productivity	Searching for Quality	Hospitality Workplace Scenarios	The Big Idea
Coaching for Success	Coaching and Evaluation	Coaching and Evaluation	Making the Tough Call	Leading with Purpose	If Life is a Game, These are the Rules
			The “aha!” Challenge	Going from Good to Great	
FINAL EXAM		FINAL EXAM			

Seminar Descriptions

Learning to Lead Former Peers

As a new supervisor, you were promoted based on both your technical and human relation skills. Your promotion is an exciting time, however, one that you need to approach with caution so you start off on the right foot. Transitioning from employee to supervisor may mean that you will be motivating and leading your former peers. This session will allow you to tackle this transition with confidence to help you succeed.

Supervisor and the Management Process

As a future hospitality supervisor, you must know and understand the basic principles of management, that are essentially the same in any type of business and at all management levels. This session will review the management process and ask you to apply them within the context of your particular hospitality or tourism specialty and within the context of the resources available to you within your organization.

Recruit a Winning Team

As a supervisor, you need to understand the basic policies and procedures which human resources staff use when recruiting and selecting employment candidates. This seminar will describe internal and external recruiting, interview techniques, and prepare you to work with human resources, or HR, to develop a winning team in your department.

Conflict and Resolution

Let me ask you...Do you like to handle problems?" In general, nobody enjoys handling problems and conflict. But they can be the fire that tempers and strengthens your skills as a supervisor. New supervisors often have one of two reactions to problems and conflict: to ignore them, or to try to solve them without any help from co-workers. This session will help you learn to the appropriate reactions to common problems that supervisors are faced with.

Team in Training

Make the Connection! During orientation and training the supervisor is the new employees connection to the organization. Use this session to learn how to orientate and train new employees for success and help in employee retention.

Motivating and Team Building

This seminar identifies some strategies you can use to motivate employees, foster teamwork, and improve your own leadership skills. After completing this lesson you should be able to understand what motivation is and how it benefits you, your employees, and your property. You should also be able to use appropriate motivational strategies, know how to promote teamwork and get employees to help you solve problems and make suggestions about ways to build teamwork.

Managing Productivity

Few industries depend upon their employees to the same degree as the hospitality industry. Without great employees, no property can enjoy an outstanding reputation. Just as the quality of a guest's visit to your property depends on your employees, so too does your success as a supervisor. This session will help you set successful productivity standards that can, in turn, mean a big difference in overall performance.

Coach and Evaluation

According to many leadership studies, employees need feedback, coaching and discipline more than ever. This session will review the crucial supervisory tasks such as performance reviews, coaching and discipline to help drive success and improve worker performance.