

WASHTENAW COMMUNITY COLLEGE  
COURSE-SYLLABUS APPROVAL FORM (CSAF)

SECTION I. COURSE SUBMISSION INFORMATION

1. Course:  
Discipline/No: CUL 220 Title: Organization and Management of Food Systems

Division Code: BUS Department Code: F/H Effective Term: Fall 1999  
 Do not publish in Time Schedule  
 Do not publish in College Catalog

2. Type of Approval:  
 Full Approval  
 Conditional Approval  
 This proposal previously received conditional approval for the Term: \_\_\_\_\_

3. Reason for Submission: This Course is being submitted for: (check all that apply)  
 New Course Approval  
 Five-year Syllabus Review  No changes to course  
 Major Change(s)  
 Minor Change(s)  
 Reactivation of Inactive Course  
 Inactivation

4. Change Information:

<b>Minor Changes</b> <input type="checkbox"/> Course Discipline/Number (was _____) <input type="checkbox"/> Course Title (was _____) <input type="checkbox"/> Course Description <input type="checkbox"/> Capacity (was: _____) <input type="checkbox"/> Pre or Corequisites <input checked="" type="checkbox"/> Course Objectives <input type="checkbox"/> Distribution of Contact Hours (contact hours were: lect: _____ lab _____ clin _____ exp _____) <input type="checkbox"/> Distance Learning - minor Other _____	<b>Major Changes</b> <input type="checkbox"/> Credit hours (credits were: _____) <input type="checkbox"/> Core Elements: (Elements to be added: _____) (Elements to be removed: _____) <input type="checkbox"/> Grading <input type="checkbox"/> Course Objectives affecting core elements <input type="checkbox"/> Total Contact Hours (total contact hours were: _____) <input type="checkbox"/> Honors <input type="checkbox"/> Distance Learning - major <input type="checkbox"/> Other _____
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5. Rationale for changes:

SECTION II. COURSE REVIEW INFORMATION AND SIGNATURES

1. Department Review  
Will significant new resources be required?  yes  no (If yes, explain \_\_\_\_\_)  
Have departments that may be affected by this course been consulted?  yes  no (Explain no other was affected)  
Does the department support approval of this course?  yes  no

Print: Laura Kokkales Faculty/Preparer Signature: Laura Kokkales Date: 4/22/99  
Print: Don L. Garrett Department Chair Signature: Don L. Garrett Date: 4/22/99

2. Division Review  
Will significant new resources be required?  yes  no (If yes, have they been secured?  yes  no)  
Is this a curricular priority for your division?  yes  no (Comment \_\_\_\_\_)  
What is your estimate of projected enrollment? \_\_\_\_\_

Recommendation  Yes  No  
Division Dean's Signature: Belle G. Parker Date: 4/30/99

3. Curriculum Committee Review Recommendation  Yes  No  
Curriculum Committee Chair's Signature \_\_\_\_\_ Date \_\_\_\_\_

4. Vice President for Instruction and Student Services Approval  
Approval  Yes  No  
Vice President's Signature: Mary Allen Date: 5/6/99

Data File 4/13/99 ACS Code \_\_\_\_\_ Catalog File Date 4/13/99 CIP File Date 4/13/99  
Core Elements Approved 7 New Syllabus Date 4/02/99

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SECTION III. COURSE SYLLABUS

A. COURSE DETAILS

1. Course Discipline & No.: <u>CUL 220</u>		2. Course Title: <u>Organization and Management of Food Systems</u>	
3. Course Description: A study of the processes of recruitment, selection, training and evaluation, collective bargaining and human relations techniques in personnel management. Theoretical applications are developed and discussed through actual case studies.			
4. Credit Hours: <u>3</u> If Variable credit, Give Range: _____ to _____ If repeatable for credit, how many times? _____		5. Class Capacity: <u>30</u>	
		6. Course Options: <input type="checkbox"/> Distance learning <input type="checkbox"/> Honors <input type="checkbox"/> P/NP Grading	
7. Contact Hours per Semester in: Lecture: <u>45</u> Lab: _____ Clinical: _____ Experiential: _____ Total Contact Hrs: <u>45</u>		8. Prerequisite(s): <u>CUL 100</u> _____ _____	
		9. Corequisite(s): (limit to 2) _____ _____	
10. a. Course Purpose: <input checked="" type="checkbox"/> Program Specialty <input checked="" type="checkbox"/> Program Support <input type="checkbox"/> Nonprogram Specialty <input checked="" type="checkbox"/> Transfer <input type="checkbox"/> Enrichment <input type="checkbox"/> Basic Skills		b. Is this course a requirement for a program? <input checked="" type="checkbox"/> Yes ) <u>Culinary Arts/ HRM</u> _____ <input type="checkbox"/> No	
		c. Indicate schools to which you want Curriculum Services to send syllabus: <input checked="" type="checkbox"/> EMU <input type="checkbox"/> UM <input checked="" type="checkbox"/> Other <u>Ferris State</u>	

B. MAJOR INSTRUCTIONAL UNITS

1. Management effectiveness through communication skills.
2. Leadership skills and their application.
3. The supervisors use of decision making, problem solving and delegation.
4. Job descriptions and job task specifications.
5. The interviewing process and its uses.
6. Employee training and orientation packages.
7. Management evaluations for staff.
8. Styles of management.
9. Progressive discipline and the laws involved.
10. Techniques for motivational and employee retention.
11. Techniques for time management and its purposes to long term success.
12. Human resources and the federal and state employment laws.
13. The use of computer research methods and techniques as basis for higher education.

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C. CORE ELEMENT INFORMATION

1. Core Element Submission Information:

- This course has been previously approved for core elements. List **currently** approved core elements: 7 \_\_\_\_\_ 12/15/98
- Please review this course for core elements marked in part 2 below.
- This course does not meet any core elements. Explain \_\_\_\_\_

2. Proposed Core Element(s):

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> 1. To read and listen in a critical and perceptive way; to speak in an organized, clear, and effective manner.</li> <li><input type="checkbox"/> 2. To use information sources and information gathering techniques; to cite sources when producing written communications.</li> <li><input type="checkbox"/> 3. To develop, organize, and express thoughts in writing using Standard English.</li> <li><input type="checkbox"/> 4. To apply basic mathematics through the level of elementary algebra.</li> <li><input type="checkbox"/> 5. To represent and solve problems using mathematical techniques.</li> <li><input type="checkbox"/> 6. To interpret elementary descriptive statistics.</li> <li><input checked="" type="checkbox"/> 7. To comprehend and use concepts and ideas.</li> <li><input type="checkbox"/> 8. To develop, express, test, and evaluate ideas.</li> <li><input type="checkbox"/> 9. To analyze problems, develop solutions, and evaluate results in a clear, logical, and consistent manner.</li> <li><input type="checkbox"/> 10. To distinguish between fact and opinion; to recognize biases and fallacies in reasoning.</li> <li><input type="checkbox"/> 11. To use computer systems to achieve professional, educational, and personal objectives.</li> <li><input type="checkbox"/> 12. To apply the protocols of computer use and respect the legal and other rights of individuals or organizations.</li> <li><input type="checkbox"/> 13. To be aware of the artistic experience in personal and cultural enrichment, growth, and communication.</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> 14. To be aware of the nature and variety of the human experience through the methods and applications of the humanities</li> <li><input type="checkbox"/> 15. To understand the basic principles of scientific inquiry.</li> <li><input type="checkbox"/> 16. To have a knowledge of basic human biological principles, including those related to wellness.</li> <li><input type="checkbox"/> 17. To understand the basic principles of the natural sciences, and their relationship to the environment.</li> <li><input type="checkbox"/> 18. To understand the basic principles and applications of technology.</li> <li><input type="checkbox"/> 19. To understand the principle of integrating technological elements into systems.</li> <li><input type="checkbox"/> 20. To understand the relationship of technology to individuals, society, and the environment.</li> <li><input type="checkbox"/> 21. To understand the methods and applications of the social sciences in exploring the dynamics of human behavior.</li> <li><input type="checkbox"/> 22. To understand those principles and values, including individual rights and civic responsibilities, which maintain and enhance democracy and freedom in a pluralistic society.</li> <li><input type="checkbox"/> 23. To have a working knowledge of the history, structure, and function of American social, political, and economic institutions.</li> <li><input type="checkbox"/> 24. To be aware of the contemporary global community, especially its geographical, cultural, economic, and historical dimensions.</li> </ul> |
|---|--|

3. Courses That Partially Satisfy A Core Element In Combination With Other Courses:

- If this course is part of a combination of courses that together meet a core element, mark this box. The courses must all be submitted and reviewed together for core element approval.

Other course(s) required \_\_\_\_\_

<b>Dean's Comments:</b>
<b>Curriculum Committee's Comments:</b>
<b>Vice President's Comments:</b>

**D. INSTRUCTIONAL OBJECTIVES AND CORE ELEMENTS SUPPORTED**

**Unit Objectives**

**Core Elements**

**Unit #1 Management effectiveness through communication skills.**

- # 1 The student will demonstrate knowledge of techniques for directing people at work via clear communications
- # 2 The student will achieve good listening skills through class exercises.
- # 3 The student will demonstrate an understanding of various types of communications, i.e. interpersonal, organizational, open and closed.
- # 4 The student will review the various functions of management covered in CUL 100.
- # 5 The student will define the Flex Style of management..

**Unit #2 Leadership skills and their application.**

- # 1 The student will demonstrate knowledge of situational leadership.
- # 2 The student will review leadership styles i.e. theory x, y, and the managerial grid.
- # 3 The student will describe the building of a positive work climate.
- # 4 The student will evaluate his/her goals with demands of supervisory positions in the hospitality industry.
- # 5 The student will discuss the personal skills and qualities demanded by supervisory positions.

**Unit #3 The supervisors use of decision making, problem solving and delegation.**

- # 1 The student will describe the three (3) managerial skill areas.
- # 2 The student will demonstrate knowledge of techniques for directing people at work via clear communications.
- # 3 The student will make the distinction between decision making and problem solving.
- # 4 The student will identify the elements of a managerial decision.
- # 5 The student will define the essential components of delegation.
- # 6 The student will name various benefits of proper delegation.

**Unit #4 Job descriptions and job task specifications.**

- # 1 The student will gain an understanding of the labor market and be able to interpret data.

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# 2 The student will assess and determine labor needs.

# 3 The student will explain the role of job descriptions and develop written examples.

**Unit #5 The interviewing process and its uses.**

# 1 The student will identify numerous styles and strategies for recruiting.

# 2 The student will demonstrate an ability to effectively interview applicants.

# 3 The student will learn to effectively select the right person for the right job.

**Unit #6 Employee training and orientation packages.**

# 1 The student will review the history of training in the hospitality industry.

# 2 The student will identify goals of positive orientation programs.

# 3 The student will demonstrate an ability to develop a training program.

# 4 The student will recognize the assessment process for retraining or coaching of employees.

**Unit #7 Management evaluations for staff.**

# 1 The student will describe the purposes and benefits of proper evaluation.

**Unit #8 Styles of management.**

# 1 The student will demonstrate an understanding of the components of negative progressive and positive discipline.

# 2 The student will identify numerous pitfalls to a clear, effective discipline policy.

**Unit #9 Progressive discipline and the laws involved.**

# 1 The student will describe motivation as the elusive ingredient in performance.

# 2 The student will review historical theories of motivation to include Maslow, Theory Y and Herzberg.

# 3 The student will describe the limiting factors to successful motivation.

# 4 The student will evaluate and assess the keys to successful motivation.

# 5 The student will describe the necessity of change and ways of implementing change with the least employer resistance.  7

**Unit #10 Techniques for motivational and employee retention.**

# 1 The student will learn to prepare a written document for 6 individual case studies that

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intertwine with course information.

**Unit #11 Techniques for time management and its purposes to long term success.**

# 1 The student will learn interview strategies.

# 2 The student will review and learn the components of an effective resume.

# 3 The student will learn how to recognize and recommend professional help to employees, who are harrassed, are HIV positive and have a substance abuse problem.

**Unit #12 Human resources and the federal and state employment laws.**

# 1 The student will learn to prepare a written document for 6 individual case studies that intertwine with course information.

# 2 The student will be trained to observe and collect current information on hospitality trends.

**Unit#13 The use of computer research methods and techniques as basis for higher education**

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**E. INSTRUCTIONAL METHODS AND EVALUATION**

**1. Instructional Methods:**

- Lecture/Discussion \_\_\_\_\_
- Clinical Instruction \_\_\_\_\_
- Self-Paced Learning \_\_\_\_\_
- Internet Instruction \_\_\_\_\_
- Computer Simulations \_\_\_\_\_
- On-Site Work Experience \_\_\_\_\_
- Other \_\_\_\_\_
- Field Trips \_\_\_\_\_
- Team Assignments \_\_\_\_\_
- Telecourse \_\_\_\_\_
- Video Seminar \_\_\_\_\_
- Laboratory Assignments \_\_\_\_\_
- Interactive TV \_\_\_\_\_

**2. Evaluation Criteria:**

- Attendance \_\_\_\_\_
- Class Discussion \_\_\_\_\_
- Papers \_\_\_\_\_
- Portfolio \_\_\_\_\_
- Projects \_\_\_\_\_
- Reports \_\_\_\_\_
- Clinical/Work \_\_\_\_\_
- Other \_\_\_\_\_
- Quizzes \_\_\_\_\_
- Tests \_\_\_\_\_
- Midterm \_\_\_\_\_
- Final Exam \_\_\_\_\_
- Home Work \_\_\_\_\_
- Presentations \_\_\_\_\_
- Performances \_\_\_\_\_

**3. Attendance Requirements:**

**F. EQUIPMENT, FACILITIES, TEXTS, MATERIALS, AND SUPPLIES**

**1. Special Equipment/Facilities :**

- Lab equipment \_\_\_\_\_
- LRC Reserves \_\_\_\_\_
- Computers \_\_\_\_\_
- CD ROM \_\_\_\_\_
- Field Trips \_\_\_\_\_
- Other \_\_\_\_\_
- Testing Center \_\_\_\_\_
- Student Competitions \_\_\_\_\_
- Off-Campus Sites \_\_\_\_\_
- Student Tutors \_\_\_\_\_
- Distance Learning Classroom \_\_\_\_\_

**2. Texts:**

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Title: Supervision in the Hospitality Industry  
Author: Jack Miller/Mary Proctor Copyright Yr: 1985  
Publisher: John Wiley and Sons Est. Cost: \_\_\_\_\_

Title: Cases in Hospitality Management  
Author: Timothy R. Hinkin Copyright Yr: 1995  
Publisher: John Wiley and Sons Est. Cost: \$19.00

Title: \_\_\_\_\_  
Author: \_\_\_\_\_ Copyright Yr: \_\_\_\_\_  
Publisher: \_\_\_\_\_ Est. Cost: \_\_\_\_\_

Title: \_\_\_\_\_  
Author: \_\_\_\_\_ Copyright Yr: \_\_\_\_\_  
Publisher: \_\_\_\_\_ Est. Cost: \_\_\_\_\_

Title: \_\_\_\_\_  
Author: \_\_\_\_\_ Copyright Yr: \_\_\_\_\_  
Publisher: \_\_\_\_\_ Est. Cost: \_\_\_\_\_

Other Texts: \_\_\_\_\_

**3. Supplies and/or Uniforms Student will have to Own or Acquire for Course:**  
(e.g. calculators, uniforms, tools, and software, etc., excluding pen, pencil, paper, or textbooks.)

Descriptions	Cost Estimates
_____	_____
_____	_____
_____	_____

**4. Reference Materials Students Will Use:**  
(e.g. journals, books, manuals, maps, LRC reserves, etc.)

\_\_\_\_\_  
\_\_\_\_\_

**5. Audio/Visual and Computer Materials Students Will Use:**  
(e.g. films, video tapes, slides, audio tapes, software, CDs, etc.)

Title	Source
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____