



Figure 1: Owens Logo.

Course Syllabus
SEMESTER
School of Business Hospitality Management and Public Safety

Course Name:	Essentials of Supervision
Course & Section Number:	FNH212 – XXX
Meeting Day(s) & Time(s):	
Credits:	3
Contact Hours:	3 Lec
Location:	
Instructor's Name:	
Office Hours & Location:	
OCC Phone:	
OCC Email: *	
Additional Contact Information:	

Catalog description:

Provides practical advice for dealing effectively with people in a hospitality and healthcare work environment. Topics include: effective communication, orientation and training, managing productivity, coaching, discipline, team building, managing conflict and professional development. Introduced information on using voice mail and e-mail effectively, sexual harassment, training methods and team development.

Prerequisite/Corequisites:

15 Credit Hours in FNH courses

Course Materials:

This is an Open Educational Resource (OER) Class. There is nothing for students to purchase. The Class will use Principles of Management, Bright D, Hartmann, E. and O'Rourke, J. (2019). Students can access this material at:

<https://www.oercommons.org/courses/principles-of-managment-4/view>

Place the link in your browser, click, then View Online

What You Will Learn in the Course

Course Objectives:

Outcome	Where Assessed
Introduces the primary and secondary responsibilities of the supervisor in the hospitality industry	Leadership Essay (270 pts)
Details the essential functions of management.	Bi-Weekly Lessons (455 pts)
Describes the communication strategies key to the manager	Test (275 pts)
Exposes the application of delegation, planning and training	Bi-Weekly Lessons (455 pts)

Student Learning Outcomes:

Outcome	Where Assessed
Compare and contrast major theories of management	Bi-Weekly Lessons (455 pts)
Demonstrate professional business communication skills	Leadership Essay (270 pts)
Understand how to answer questions of an ethical nature	Bi-Weekly Lessons (455 pts)
Treat all people respectfully and fairly	Test (275 pts)

Program Outcomes:

Outcome	Where Assessed
Communicate Effectively	Leadership Essay (270 pts)
Act with professional responsibilities	Bi-Weekly Lessons (455 pts)
Demonstrate sensitivity to others' beliefs and values	Bi-Weekly Lesson (455 pts)
Think analytically, critically, creatively	Test (275 pts)

Institutional General Education Competencies:

As a student at Owens Community College, you will take General Education courses as part of your degree program. While specific to the General Education courses, will be reinforced in many of your degree program major courses and may be measured in your capstone course(s) and others as identified.

Competency	Where Assessed
Communicate effectively.	Leadership Essay (270 pts)
Act with professional responsibility.	Bi-Weekly Lessons (455 pts)
Demonstrate sensitivity to others' beliefs and values.	Leadership Essay (270 pts)
Think analytically, critically, and creatively.	Test (275 pts)

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 116.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including: accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 151) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

Students can find more information on campus resources and student support at this [link](#)*

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's [Student Code of Conduct](#), which includes academic honesty, encompassing plagiarism. See the [Board Policy](#) for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's [Anti-Discrimination and Harassment Policy](#) and the College's [Title IX Policy](#)/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu. The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or perspective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA | Protecting Student Privacy](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphrasers, summarizers, or solvers, to get guidance on assignments, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the specific prompt or query you used to generate the output.

APA Example:

OpenAI. (2024). *ChatGPT* (Mar 14 version) [Large language model]. <https://chat.openai.com/chat>

- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible. Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor **before** submitting your work.

NOTE: Some instructors will also list specific acceptable and unacceptable uses or include a statement like “All written assignments, projects, and exams must be completed independently.”

Student Responsibilities & Instructor Expectations

- Assignments are due by the date posted elsewhere in this syllabus. Rubric for the one class paper can be found in Blackboard on Week 15 for the Leadership Essay Assignment. Assignments are due by the date posted elsewhere in this syllabus. **Late Assignments or Tests will be accepted only with prior approval from instructor.** Instructors will use their discretion about accepting or not accepting late work based on the student's circumstances.
- You may email me a rough draft of any written assignment for this class for my feedback up to one week before the due date listed in the Course Calendar.
- All course assignments must be submitted through Blackboard. Do not submit assignments by e-mail.
- All assignments must be completed in Microsoft Word document file types (.rtf, .doc, or .docx) or as a PDF. Submitted assignments completed in any other formats (e.g. pages, gdoc, etc.) will receive a grade of "F/O" for that assignment.
 - Microsoft Word is available in all Owens Community College computer labs and as a download for your computer. To access your downloadable copy of Microsoft Office, or use the online Office suite, [visit the Office 365 homepage](#) and sign in with your Owens email and Ozone password.
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- Visit the [Office of e-Learning's webpage for Blackboard Information and Tutorials](#) to view hardware/software requirements or view tutorials for assignment submissions.

Instructor Expectations:

Attendance and timeliness are expected for each class.

- Students are to communicate anticipated absences in advance in keeping with professional behavior by calling or emailing the lecture and/or lab instructor(s).
- Absence is defined as not attending any of the scheduled class time for the day or leaving early from lecture. Tardiness is defined as arriving more than 10 minutes late for scheduled time. Arriving late or leaving early from lecture will be considered an absence per incident.
- When a student is tardy on a quiz or exam day, there will be no additional time to complete the test.
- Students are responsible for missed course content. Please refer to the assignment policy within the syllabus.

For inclement weather, refer to the Owens Community College catalog.

How Grades are Determined and Major Assignments

Evaluation Measure	Student Learning Outcomes Assessed	Value
Essay	1-4	270 points
Bi-Weekly Lessons	1-3	455 points
Test	1-2	275 points
Total		1000 points

Grade	Percentage	Points
A	90 – 100 %	900-1000
B	80 – 89 %	800-899
C	70 – 79%	700-799
D	60 – 69%	600-699
F	0 – 59 %	0-599

All students enrolled in the Culinary Arts Program or Hospitality Management Program and certificates must earn a “C” grade or better in each Food, Nutrition and Hospitality (FNH) course and maintain a 2.0 grade point average (GPA). Students that earn a grade of “D or F” must repeat the course and meet with their Academic Advisor for academic remediation. Students with a GPA below 2.0 will be placed on Academic Probation

(<https://www.owens.edu/trustees/wp-content/uploads/sites/45/2022/02/2-42-academic-recovery-procedures.pdf>).

Tentative Class Assignment Calendar:

Week	SLO	Topic
1	1	Topic: The History of Management Readings: Chapter 3 and Syllabus
2	2	Class 2.0 Session: The History of Management, DATE at TIME Readings: Chapter 3 Submit Review Questions: Chapter 3, DATE at TIME
3	1 & 2	Topic: Ethics, Corporate Responsibility, Sustainability Readings: Chapter 5
4	1 & 2	Topic: Ethics, Corporate Responsibility, Sustainability Readings: Chapter 5 Submit Review Questions Chapter 5, DATE at TIME
5	1 & 2	Topic: Entrepreneurship Readings: Chapter 7
6	3	Class 2.0 Session: Entrepreneurship DATE at TIME Readings: Chapter 7 Submit Review Questions Chapter 7, DATE at TIME
7	2 & 3	Topic: Organizational Structure and Change Readings: Chapter 10
8	3	Topic: Organizational Structure asnd Change Readings: Chapter 10 Submit Review Questions Chapter 10, DATE at TIME

Week	SLO	Topic
9	2 & 3	Topic: Human Resource Management Readings: Chapter 11
10	3	Topic: Human Resource Management Readings: Chapter 11 Submit Review Questions Chapter 11, DATE at TIME
11	4	Class 2.0 Session: Leadership, DATE at TIME Readings: Chapter 13
12	4	Topic: Leadership Readings: Chapter 13 Leadership Chapter 13, DATE at TIME
13	4	TBD
14	3	Class 2.0 Session: Organizational Planning and Control DATE at TIME Readings: Chapter 17 Submit Review Questions Chapter 17, DATE at TIME Test: Bright Chapters 3, 5, 7, 10, 11, 13, 17 Leadership Essay: Submit in Word by DATE at TIME
15	4	Wrap Up

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.