



**RSTO-1313-121C2**  
**Hospitality Supervision**  
**Spring 2025**

**Time and days of course**

03/10/2025-05/08/2025 Lecture Monday, Wednesday 11:00AM - 01:20PM

3/10/2025-05/08/2025 Lab Tuesday, Thursday 11:00AM - 12:20PM

**Instructor Information:** Brittany Shelby, bshelby1@com.edu, 409-933-8291

**Student hours and location:** ICB 313-9 or MCC Suite 4000-200C

<b>Monday</b>	<b>1:30-3:30 pm</b>
<b>Tuesday</b>	<b>12:30 – 4:00 pm</b>
<b>Wednesday</b>	<b>1:30-3:30 pm</b>
<b>Thursday</b>	<b>By Appointment Only</b>
<b>Friday</b>	<b>By Appointment Only</b>

**Required Textbook/Materials:** Foodservice Management Fundamentals by Dennis Reynolds and Kathleen McClusky ISBN: 978-0-470-40906-0

**Materials:** Black chef jacket, black or check chef pants, black chef hat, slip resistant shoes, 2-inch Binder

**Course Description:** Fundamentals of recruiting, selection, and training of food service and hospitality personnel. Topics include job descriptions, schedules, work improvement, motivation, applicable personnel laws and regulations. Emphasis on leadership development.

**Course requirements:**

This coursework is divided into 4 categories:

1. **Culinary Arts Cooking Labs and Class Binder:** Labs provide hands-on opportunities for students to demonstrate what they have learned. Also, students must maintain a professional and organized lab binder that will be submitted at the end of the semester.
2. **Exams:** Exams assess students' knowledge of the class materials.
3. **Study Guides Assignments:** These assignments are completed during lectures or as homework to reinforce understanding of the class materials.
4. **Projects:** Students will complete a project that aligns with course objectives throughout the semester and present a final presentation during finals week.

### Determination of Course Grade/Detailed Grading Formula:

Study Guides	20%
Kitchen Labs/Classroom Activities	24%
Exams	26%
Projects	30%

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**100%**

### Late Work, Make-Up, and Extra-Credit Policy:

5-point deduction each day assignment is late

Extra-Credit Policy: Extra credit is announced throughout the semester

**Attendance Policy:** Students are expected to be present every day. Students should sign in and out each day.

**Communicating with your instructor:** ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via D2L or other LMS)

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
1. Discuss the role of the supervisor including obligations to owners, customers, and employees	Personal Responsibility Skills	Chapter 2 the foodservice Business
2. identify and discuss principles of communication	Communication Skills Critical Thinking Skills	Chapter 11 Customer service
3. develop effective job descriptions, training plans, and evaluation instruments	Critical Thinking Skills	Chapter 13; human resource management
4. relate principles of leadership	Critical Thinking Skills	Chapter 14: leadership and management

**Academic Dishonesty:** Students are expected to complete their work honestly, ethically, and in accordance with academic standards.

### Academic Dishonesty Violations

Academic dishonesty includes, but is not limited to:

- Plagiarism (using others' words, ideas, or work without proper attribution)
- Cheating on exams or assignments
- Copying work from other students
- Unauthorized collaboration on individual assignments

- Submitting the same work for multiple courses without permission
- Using unauthorized materials during exams
- Fabricating or falsifying data
- Helping another student cheat or plagiarize

### **Consequences**

First Violation:

The student will receive a zero (0) for the assignment in question. The instructor will document the incident and meet with the student to discuss the violation and review this policy.

### **Continued Violations:**

Subsequent incidents of academic dishonesty will result in:

1. A zero (0) for the assignment
2. Formal reporting to the Dean of Students
- 3.

**Student Concerns:** If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Andrew Gregory Department Chair, Business and Accounting and Culinary Arts at 409-933-8339 or [agregory2@com.edu](mailto:agregory2@com.edu).

### **Course outline:**

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<b>Week</b>	<b>Chapter</b>	<b>Study Guide Due and Exam Date</b>	<b>Project Due Date</b>
<b>1 March 10</b>	<b>Chapter 2: The Foodservice Business</b>	<b>March 25</b>	<b>PROJECT DUE DATES</b>
			<b>WILL BE ANNOUNCED</b>
			<b>THROUGHOUT THE</b>
<b>2 March 24</b>	<b>Chapter 6: Facilities Planning, Design, and Equipment</b>	<b>April 1</b>	<b>SEMESTER</b>
<b>3 March 31</b>	<b>Chapter 9: Food Management</b>	<b>April 8</b>	
<b>4 April 7</b>	<b>Chapter 11: Customer Service</b>	<b>April 15</b>	
<b>5 April 14</b>	<b>Chapter 12: Marketing</b>	<b>April 22</b>	
	<b>Chapter 13: Human Resource Management</b>	<b>April 22</b>	
<b>6 April 21</b>	<b>Chapter 14: Leadership and Management</b>	<b>April 29</b>	
<b>7 April 28</b>	<b>Chapter 3: Menu Planning and Development</b>		
<b>8 May 5 last day May 8</b>		<b>Project Due Date TBA</b>	

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## **Institutional Policies and Guidelines**

**Grade Appeal Process:** Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook [https://www.com.edu/student-services/docs/Student Handbook 2024-2025 v2.pdf](https://www.com.edu/student-services/docs/Student_Handbook_2024-2025_v2.pdf). *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.*

**Academic Success & Support Services:** College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. Support is offered through our Tutoring

Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

**ADA Statement:** Any student with a documented disability needing academic accommodations is requested to contact:

Kimberly Lachney, Student Accessibility Services Coordinator

Phone: 409-933-8919

Email: [AccessibilityServices@com.edu](mailto:AccessibilityServices@com.edu)

Location: COM Doyle Family Administration Building, Student Success Center

**Textbook Purchasing Statement:** A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

**Withdrawal Policy:** Students may withdraw from this course for any reason prior to the last eligible day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1<sup>st</sup> 8-week session is February 26. The last date to withdraw from the 16-week session is April 21. The last date to withdraw for the 2<sup>nd</sup> 8-week session is April 30.

**FN Grading:** The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an FN grade.

**Early Alert Program:** The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

#### **Resources to Help with Stress:**

If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at [deanofstudents@com.edu](mailto:deanofstudents@com.edu) or [communityresources@com.edu](mailto:communityresources@com.edu).

#### **Nondiscrimination Statement:**

The College District prohibits discrimination, including harassment, against any individual on the basis of race, color, religion, national origin, age, veteran status, disability, sex, sexual orientation, gender

(including gender identity and gender expression), or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy.