



RSTO-1313-211C1
Hospitality Supervision
Fall 2025
Monday, Tuesday 5:00 PM – 07:50PM

Instructor Information: Sherry Rooks, srooks@com.edu, 409-933-3727

Office hours and location: by appointment at Mainland City Center- Culinary Arts

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

- **Weekly Study Guides:** Issued to reinforce lecture material and prepare students for exams. Students are expected to complete these as homework or in-class assignments.
- **Key Terms:** Each week includes a set of essential culinary terms and definitions. Students will:
 - Define and explain terms in their own words
 - Provide visual or real-world examples when appropriate
 - Be quizzed on key terms as part of weekly review or practical lab

Project (5 parts)

To simulate the planning and development of a real culinary business (e.g., restaurant, food truck, bakery, catering company), combining creativity with practical industry knowledge. Students will demonstrate understanding of:

- Culinary operations and costing
- Menu planning and recipe development
- Branding and marketing
- Business logistics and budgeting

Determination of Course Grade/Detailed Grading Formula:

Study guide and key terms	40%
Project	60%

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

- Exams: No makeup unless approved; 15-point deduction/day up to 2 days.
- Projects & Presentations: No makeups; missing = zero without approval.
- Assignments: Late only with approval; 10-point deduction/day up to 3 days

Attendance Policy: Attendance is based on physical presence in the classroom and will be taken during each class session. Students will earn attendance credit only when physically present. In an 8-week course, students are allowed to miss a maximum of two (2) class sessions. Exceeding this limit may result in withdrawal from the course at the instructor's discretion

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 Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a grade of zero on that exam and the student will be referred to the Office of Student Conduct for the appropriate disciplinary action.

College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the online Student Handbook.

<https://www.com.edu/student-services/student-handbook.html> Students are expected to be familiar with and abide by the Student Code of Conduct. Any violations of the Code of Conduct will result in a referral to the Dean of Students and may result in dismissal from this class.

Plagiarism is using someone else's words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else's words without giving proper citation, copying directly from a website and pasting it into your paper, using someone else's words without quotation marks. Any assignment containing any plagiarized material may receive a grade of zero and the student will be referred to the Office of Student Conduct for appropriate disciplinary action.

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.

Course outline: (include calendar with lecture topics, due dates)

RSTO 1313 Hospitality Supervision

Week #	Dates (Mon–Sun)	Chapter	mon	Tues
Week 1	Aug 18 – Aug 24	Ch 2: The Foodservice	Class lecture	Class lecture
Week 2	Aug 25 – Aug 31	Business Ch 6: Facilities planning, design, and equipment	August 25 Chapter 2 and 6 Study guide due	August 26 Project part 1 presentations
Week 3	Sep 1 – Sep 7	Chapter 9: Food Management	Labor day	Class lecture
Week 4	Sep 8 – Sep 14	Chapter 11: Customer Service	September 8 chapter 9 and 11 study guide due	September 9 project part 2 presentations
Week 5	Sep 15 – Sep 21	Chapter 12: marketing	Class lecture	Class lecture
Week 6	Sep 22 – Sep 28	Chapter 13: Human Resource Management Chapter 14: Leadership and Management	September 22 Chapters 12, 13, 14 study Guide Due	September 23 Project part 3 presentations Swot Analysis Due

Week 7	Sep 29 – Oct 5	Chapter 3: menu development	Class lecture	Class lecture
Week 8	Oct 6 – Oct 10	Finals week	October 6 Chapter 3 study guide due	October 7 final presentations due part 4

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/student-handbook.html>. *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 accommodation is requested to contact:

Kimberly Lachney, Student Accessibility Services Coordinator

Phone: 409-933-8919

Email: 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 1st 8-week session is October 1. The last date to withdraw from the 16-week session is November 14. The last date to withdraw for the 2nd 8-week session is November 25.

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 or 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.