

## **HOSPITALITY SUPERVISOR CERTIFICATE PROGRAM:**

### **Introduction**

The Hospitality Supervisor Certificate program is a collaboration between Legacy Hospitality Academy and the American Hospitality Academy. The program and material is supplemented by LHA documents &/or lectures/discussion, but the majority of the instruction is accomplished via the AHA online "World Campus". .

### **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. *You are permitted to supplement your regular course-work with up to 12 extra PTC credit points.*

## Breakdown of Requirements

| Modules                           | HSC Seminars                      | Module Assessment                 | Enhancement Activities<br>Critical Thinking<br>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                |
| <b>MIDTERM EXAM</b>               |                                   | <b>MIDTERM EXAM</b>               |   |                                 |  |
| 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        |  |
| <b>FINAL EXAM</b>                 |                                   | <b>FINAL EXAM</b>                 |   |                                 |  |

As detailed above, the Hospitality Supervisor Certificate program consists of Seminars, Quizzes, Skill Builders, Online Discussions, "A HA" Moments; and supplemented by AHA's Global Cafe & Passport to Culture; as well as LHA handouts and discussions.

A passing grade for the program is 70% and a special commendation from AHA is given for a grade of at least 93%. Your course fee includes a framed certificate upon successful completion of the program.

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

Quizzes: 10%

Midterm Exam: 25%

Final Exam: 25%

Activities: 40% (Online discussions and skill builders make up this percentage)

## **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.