

## Course Syllabus

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|----------------------------------|---|
| 1. <b>Program of Study</b>       | B.B.A. (Tourism and Hospitality Management) |
| <b>Faculty/Institute/College</b> | Mahidol University International College    |
| 2. <b>Course Code</b>            | ICTM 474                                    |
| <b>Course Title</b>              | Supervision in Hospitality Business         |
| 3. <b>Number of Credits</b>      | 4 (4-0-8) (Lecture-Lab-Self-study)          |
| 4. <b>Prerequisite (s)</b>       | ICTM 212                                    |
| 5. <b>Type of Course</b>         | Elective Course                             |
| 6. <b>Session</b>                | Trimester 1, 2 3 / Every academic year      |
| 7. <b>Conditions</b>             | Maximum number of students is 30            |

### 8. Course Description

Concepts of managing people in travel industry from a supervisor's viewpoint; techniques for increasing productivity and controlling labor costs, time management and managing change; effective communication and responsibilities of a supervisor in a hotel or food service operation; motivation of employees and resolution of conflicts with staff, guests and other departments. Case studies are explored.

### 9. Course Objective (s)

After successful completion of this course, students will be able to:

- 9.1 Recognize and demonstrate an understanding about compositions of personality, human abilities, emotions, values, and attitudes.
- 9.2 Identify ones' strengths / weakness as well as follow through ways of improvement listed in the action plan.
- 9.3 Identify one's team-role characteristics and demonstrate the understanding of how team functions together with elements of team development.
- 9.4 Discuss various motivation theories and its relations to the productivity.
- 9.5 Describe and be able to apply the concept and principle along with an art of becoming an effective follower / subordinate.
- 9.6 Discuss and summarize the concept of "supervision" and be able to list out limitations in maximizing supervisory skill, in addition, find ways to eliminate them.

## 10. Course Outline

Week	Topics	Hours			Instructor
		Lecture	Lab	Self-Study	
1	<b>Personality, abilities, emotions, values and attitudes</b> <ul style="list-style-type: none"> <li>• What is personality?</li> <li>• Details explanation of three personality determinants</li> <li>• Myers-Briggs Type Indicator (explanation of different types and characteristic of each.)</li> </ul>	4	-	8	Tevabanchachai, N.
2	<b>Personality, abilities, emotions, values and attitudes</b> <ul style="list-style-type: none"> <li>• Students' presentations of Myers-Briggs result</li> </ul>	4	-	8	
3	<b>Personality, abilities, emotions, values and attitudes</b> <ul style="list-style-type: none"> <li>• Achieving personality fit (the person-job fit, the person-organization fit).</li> <li>• Ability: Elements of intellectual and physical abilities.</li> </ul>	4	-	8	
4	<b>Personality, abilities, emotions, values and attitudes</b> <ul style="list-style-type: none"> <li>• What are emotions</li> <li>• Emotional labour – a key component of effective job performance.</li> </ul>	4	-	8	
5	<b>Personality, abilities, emotions, values and attitudes</b> <ul style="list-style-type: none"> <li>• Importance of values and types of values (internal and instrumental of Rockeach).</li> <li>• Values across cultures (Hofstede). Power distance, individualism versus collectivism, achievement versus nurturing, uncertainty avoidance and long-term versus short-term orientation.</li> </ul>	4	-	8	
6	<b>Personality, abilities, emotions, values and attitudes</b> <ul style="list-style-type: none"> <li>• Attitude (cognitive, affective and behavioral components together with its details.)</li> <li>• Work-related types of attitudes (negative and positive.) Job satisfaction, job involvement, organizational commitment.</li> <li>• Components of good and bad attitudes how it affects a person.</li> </ul>	4	-	8	

Week	Topics	Hours			Instructor
		Lecture	Lab	Self-Study	
7	<b>TEAM: Together Everyone Achieve More</b> <ul style="list-style-type: none"> <li>Differences of group and team.</li> <li>Creating an effective team (context, composition, work design and process.)</li> <li>Belbin 8 roles: Eight (8) team characteristic of Belbin</li> </ul>	4	-	8	Tevabanchachai, N.
8	<b>Understanding roles and responsibilities of subordinate / assistant.</b> <ul style="list-style-type: none"> <li>Role of subordinate towards superior / organization / team.</li> <li>Stages of subordinate development and its impact to superior.</li> <li>Principle of managing SUPERIOR</li> </ul>	4	-	8	
9	<b>Understanding roles and responsibilities of supervisor</b> <ul style="list-style-type: none"> <li>Your role, and functions as supervisor.</li> <li>A supervisor (Under supervise V.S. Over supervise.)</li> <li>Tips for new supervisors</li> <li>Responsibilities to management, associates, other supervisors.</li> </ul>	4	-	8	
10	<b>Understanding roles and responsibilities of supervisor</b> <ul style="list-style-type: none"> <li>Defining expected behaviour of becoming a supervisory role. (Personal appearance, manner, ethics, self-esteem.)</li> <li>Four (4) Managerial skill</li> </ul>	4	-	8	
11	<b>Management and leadership</b> <ul style="list-style-type: none"> <li>Differences of management and leadership</li> <li>five (5) leadership skills</li> </ul>	4	-	8	
<b>Total</b>		<b>33</b>	<b>22</b>	<b>77</b>	
<b>Final Examination</b>					

NB. The course is subject to change without prior notice to fit the changing tourism circumstances.

### 11. Teaching Method (s)

- 11.1. Lectures
- 11.2. Discussions
- 11.3. Presentations (students and guest speakers)

## 12. Teaching Media

- 12.1. LCD overhead projector
- 12.2. PowerPoint
- 12.3. Multimedia resources
- 12.4. Handouts
- 12.5. Text books

## 13. Measurement and evaluation of student achievement

Student achievement is measured and evaluated by

- 13.1. the ability in recognizing and demonstrating an understanding about compositions of personality, human abilities, emotions, values, and attitudes.
- 13.2. the ability in identifying ones' strengths / weakness as well as follow through ways of improvement listed in the action plan.
- 13.3. the ability in identifying one's team-role characteristics and demonstrate the understanding of how team functions together with elements of team development.
- 13.4. the ability in discussing various motivation theories and its relations to the productivity.
- 13.5. the ability in describing and being able to apply the concept and principle along with an art of becoming an effective follower / subordinate.
- 13.6. the ability in discussing and summarizing the concept of "supervision" and be able to list out limitations in maximizing supervisory skill, in addition, find ways to eliminate them.

Ratio of mark

1. Class attendance	5%
2. Professionalism during field trip	10%
3. Group project	30%
4. Report analysis	25%
5. Written final examination	30%
<b>Total</b>	<b>100 %</b>

## 14. Course evaluation

- 14.1 Students' achievement as indicated in number 13 above.
- 14.2 Students' satisfaction towards teaching and learning of the course using questionnaires.

## 15. Reference (s)

Robbins, S. (2005) *Organizational Behaviour*. (11<sup>th</sup> ed.). New Jersey: Pearson Education, Inc.

Maddux, R. (2000) *Team Building – Creating Success*. (2<sup>nd</sup> ed.). Crisp Publications, Inc.

Good, S. (1994) *Managing with a Heart: 100 Ways to Make Your Employees Feel Appreciated*. Bangkok: Excalibur Publishing Inc.

Kavanaugh, R. and Ninemeier, J. (1991) *Supervision in the Hospitality Industry*. (2<sup>nd</sup> ed.), Educational Institute of the American Hotel and Motel Association.

Flanagan, N. and Finger, J. (1998) *Just About Everything A Manager Needs to Know*. Australia: Plum Press.

## 16. Instructor (s)

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## 17. Course Coordinator

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## 18. Additional Information

Course concept: The course is designed for student to first understand about one's personality by identifying one's strengths and weaknesses. This will help students to recognize different personalities and benefit of each type of personality. Then, students will be led to explore how to work together as a team and to find out different team characteristics and how to use each character to achieve goals. With the understanding of people personality and team characteristics as well as overall people complexities, then students will be guided how to lead and motivate employees so as to obtain maximum productivity from their people.

### Class Policy:

- Students are required to be punctual at all times; attendance, assignments etc.

- Students are expected to be well-groomed and perform professionally according to the MUIC rules and regulations.
- Students must fulfill the minimum requirement of 80% of total class attendance. Failure to meet this requirement will not be eligible for the final examination.
- Medical certificate is required for any class absenteeism.