

J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: HRI 242

Credits: 3

Course Title: Training and Development for the Hospitality Industry

Course Description: Provides a thorough look at training by addressing how to assess and analyze the training needs of new and established hospitality operations; look upon training and development as an investment; use training tools and techniques; train with technology; measure and evaluate training; and use different training techniques when training employees, supervisors, and managers.

General Course Purpose: This course studies the training component of restaurant and lodging operations and identifies programming needed to improve the training investment in human resources and maximize operational results and customer satisfaction.

Course Prerequisites and Co-requisites:

None

Course Objectives:

Upon completing the course, the student will be able to:

- a. Evaluate the training needs in various hospitality settings;
- b. Support and contribute to the training and development activities of a restaurant or lodging property;
- c. Assess the effectiveness of training and development activities; and
- d. Describe the effects that factors such as the work force, strategic planning, and technology have had on the hospitality training industry.

Major Topics to Be Included:

- a. Principles of adult learning
- b. Cost-benefit analyses for training and development activities
- c. Identification of training and development needs for hospitality organizations
- d. Training materials and programs and the design process
- e. Training exercises
- f. Technology-based training
- g. Measurement, evaluation, and criteria that training directors use to validate training activities
- h. Training departmental trainers
- i. General orientations, departmental/specific job orientations, and socialization processes
- j. Training methods
- k. Hospitality mentoring and its role in hospitality training
- l. Continuing education resources available to complement hospitality industry training and organizational change
- m. Executive education programs for hospitality leadership development
- n. Outsourcing training and development

Effective Date of Course Content Summary: July 7, 2006