



## **HOSPITALITY SUPERVISOR COURSE (HSC)**

### **Course Overview and Syllabus**

#### **Overview**

Supervisors are the key to the success of any organization. A great supervisor must possess both soft skills—to lead, motivate, and inspire people—and hard skills—to manage systems, processes, and results. The Hospitality Supervisor Certificate (HSC) course from the American Hospitality Academy (AHA) is designed to develop both.

In today's workplace, the supervisor serves as the critical link between a company's goals and the employees who achieve them. Supervisors translate strategy into action, guiding teams, maintaining performance standards, and ensuring that operations run smoothly. Every decision a supervisor makes can influence profitability, productivity, morale, and guest satisfaction.

To supervise means more than just overseeing work—it means leading by example, coaching others, and navigating challenges with confidence and fairness. Yet, despite the importance of this role, many supervisors receive little or no formal training before stepping into leadership. Most are promoted based on their technical expertise rather than their leadership readiness.

The AHA Hospitality Supervisor Certificate bridges that gap. This course provides a powerful combination of soft skills and hard skills training, giving you the tools to manage people effectively, improve systems, and create a positive, high-performance workplace. By the end of the course, you'll be equipped to lead with confidence, communicate with purpose, and motivate your team to achieve excellence in today's dynamic hospitality industry.

#### **Getting Started!**

##### **Personalized World Campus Login**

Your school faculty member will give you directions on how to register for your first course and add on more courses as you advance through the AHA World Campus program. You are only allowed one login. If, at anytime you forget your login, your faculty member can help you retrieve it.

On your first-time logging in you will be asked to complete additional registration steps. These steps allow you to create a password, select a student avatar picture, review our honor code and watch the World Campus Orientation. This orientation will help you learn about AHA, our overall course goals and how to navigate the system. Once you have watched the orientation in its entirety, you then will be given full access to the World Campus system and your courses.

##### **Home Page**

Each time you login to AHA World Campus, you will be taken to the homepage. This is where you can access your course, transcript, additional professional development activities and our daily "aha Moments" designed to inspire an **A**Amazing **H**ospitality **A**ttitude.

##### **Help Desk**

You will also find the Help Desk on the homepage. If you have any concerns or questions, please complete a Help Desk form and it will be sent to the AHA Training and Development team. Please allow 24 hours to receive a response.

##### **Transcript**

The Transcript tab allows you to view your current progress in all AHA World Campus courses and is also where you will find your course certificate upon successful completion of the course.

# AHA World Campus Course Curriculum

## Curriculum (AHA Course)

On the homepage you will find the curriculum tab up at the top navigation bar and in the box labeled **Get Ready**. Click on these tabs and you will be taken to your course to begin or continue. There are 10 HSC modules. Each module will contain the following activities, which are explained in more detail below:

- ✓ HSC Seminar(s)
- ✓ Seminar Assessment Quiz
- ✓ Skill Builder Activities
- ✓ Online Discussions
- ✓ “a ha!” Moments

## Seminars

When you click on “Seminars,” you will find a corresponding seminar for each module. These are a series of self-paced, interactive sessions. Each seminar is voiced over, so make sure the volume of your computer is turned up. You can click pause at any time and replay a previous slide by using the seminar navigation system. We encourage all participants to take notes and use these as study material for the final exam.

## Quizzes

Once you feel confident with the knowledge presented in the seminar, you are now ready to take the corresponding quiz. Click on “Quizzes” and select the quiz that is in the same Module folder as the seminar you watched. You will have **ONLY two attempts** to pass each quiz with a passing grade of **70%**. If you feel you need to retake a quiz, please discuss it with your school faculty member.

## Skill Builder Activities

The skill builder activities allow students to put theory into practice and build on the knowledge and skills gained from the seminars. There will be a corresponding Skill Builder for each Module. Click on the Module and follow the instructions. **Each Skill Builder is worth 5 points**. Students receive 5 points for completing them and 0 points for an incomplete activity.

## Online Discussions

The discussion forum allows students to reflect on their experiences and share these experiences with fellow students and instructors. There will be a corresponding Discussion for each Module and they are worth 5 points each. Click on the Module and reply to the various discussion posts. Students are required to post a reply and one response per discussion in order to earn the 5 points.

## Examinations

One examination will be given for this course. The final exam will appear in Module 10 after you have finished with that module’s activities. Before taking your final exam, you will be asked to complete a course evaluation to help AHA further enhance our system and courses.

Please note that your final exam is automated and **ONLY** come on when you have completed **ALL** activities. Each module must have all green checkmarks in order for the final assessment to be activated.

## Grading and Special Designation

A student must have a minimum grade of 70% to earn the AHA World Campus course certificate from AHA World Campus. **NOTE:** The AHA World Campus course grade may differ from your final school grade as your school may have a different grade criteria and percentage allocation. The grade from your school is the official grade that will be seen in your Transcript of Records. Students who receive a final grade of 93% or higher will receive a special citation from the American Hospitality Academy.

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

### Grading Scale

Quizzes:	25%
Final Exam:	25%
Activities:	50% (Online discussions and skill builders make up this percentage)

## “a ha!” Moments

At the end of each seminar, you will be asked to watch what we call an **“a ha!” Moment**. What is an “a ha!” Moment? It is a mini lesson within the lesson that allows you to reflect on what you have learned and inspires and motivates you to continue to embrace the **Amazing Hospitality Attitude!**

## **Career PREP- A virtual Career Guidance Center**

Career PREP gives AHA World Campus participants the opportunity to gain additional professional development skills by creating a personalized “virtual” Career PREP Portfolio. Through engaging workshops and activities, you will have the opportunity to develop a Career PREP Portfolio to carry with you when you head out into the world. The four career prep badges include:

### **Service Excellence**

The difference between ordinary and extraordinary is that little bit extra. Think about what type of guest service provider you want to be. Will you create positive and lasting memories in your guest interactions? Will you choose to make a difference? This workshop will show you how to deliver exemplary guest service in the workplace.

### **Smart Goals**

The ultimate objective of goal setting is to be proud of the person you see when you look in the mirror. Your goals represent what is important to you, and what you want to get out of life. It is these goals that help motivate you to accomplish the things that matter.

### **Resume & Cover Letter**

An excellent resume has the power to open doors. In this Career Prep workshop, you will learn the latest resume and cover letter techniques that will allow you to stand out and grab the attention of your desired employer. You will increase your chances for getting a great job in the field you love.

### **Interview Skills**

This badge activity provides you the opportunity to personally practice the interview process by answering the Top 20 questions that applicants are typically asked during a job interview. Once you answer a question, sample answers are provided.

## Appendix 1

## Module Descriptions

### M1 The 21st Century Supervisor

Supervisors are the cornerstone of every successful organization. An effective supervisor must possess soft skills to develop people and hard skills to improve systems. To thrive in a high-performance workplace, a great supervisor must master both—building efficient processes and inspiring the people who make those processes work. *After completing this module, participants should be able to:*

- Define a positive attitude and explain how it impacts you, your family and your classmates.
- List ways to improve yourself and improve your attitude.
- Discuss the importance of a positive self-esteem and identify ways to build your self-esteem.
- List and describe the eight guidelines for developing a positive attitude.

### M2 Essential Soft Skill Traits

Soft skills are the personal traits that define who we are—our attitudes, habits, and how we interact with others. They include work ethic, attitude, communication, and emotional intelligence. This module focuses on developing the softer side of supervision—the people skills every effective 21st-century leader needs. *After completing this module, participants should be able to:*

- Explain the importance of developing soft skills by becoming an effective supervisor.
- Apply specific examples of how each soft skill can be used when interacting with employees and coworkers.
- Analyze how the presence or absence of these soft skills influences teamwork, communication, and employee morale.
- Create a personal development plan that demonstrates how you will strengthen and practice these five essential soft skills in your supervisory role.

### M3 Effective Communication

In the 21st century, communication has taken on a much broader meaning. In our increasingly connected world—where travel, technology, and global collaboration have made distances seem smaller—communication extends far beyond words. This module explores the 10 key principles of effective communication, the core attributes shared by all successful communicators in today’s fast-paced, multicultural environment. *After completing this module, participants should be able to:*

- Explain and discuss the statement: “*Communication is determined not by how well we say things, but by how well we are understood.*”
- Apply the top ten communication principles to improve your own face-to-face communication.
- Analyze common communication challenges in multicultural or technology-driven workplaces and propose strategies to address them.
- Develop your own communication style to enhance leadership and supervisory skills.

### M4 Asking Effective Questions

Module 3 introduced the 10 Principles of Effective Communication. In this module, you’ll build on that foundation by exploring the art of asking effective questions—a skill that deepens understanding, strengthens relationships, and enhances every form of communication. *After completing this module, participants should be able to:*

- Explain and discuss the statement: “*Communication is determined not by how well we say things, but by how well we are understood.*”
- Apply the top ten communication principles to improve your own face-to-face communication.
- Analyze common communication challenges in multicultural or technology-driven workplaces and propose strategies to address them.
- Develop your own communication style to enhance leadership and supervisory skills.

## **M5 Orientation and Training**

Effective supervisors understand that successful teams don't just happen—they are built through consistent communication, clear expectations, and a structured approach to employee development. This module focuses on one of the most critical responsibilities of any supervisor: orienting and training new team members. *After completing this module, participants should be able to:*

- Describe the importance of orientation for new employees in the workplace.
- Give an example of a task and standard list used in training.
- Explain and analyze the main purpose of each step of the training process.
- Design a sample orientation or training plan that incorporates both hard skills and soft skills to support new employee success.

## **M6 Motivating your Team**

This module will show you how successful supervisors and managers motivate their teams, build trust, and inspire consistent performance. You'll explore proven strategies for fostering high morale, creating a positive and inclusive workplace culture, and encouraging employees to take pride in their work. *After completing this module, participants should be able to:*

- Describe basic aspects of human nature and discuss what motivates individuals within a team environment.
- List and apply different ways to motivate and inspire your team through creative methods that build engagement, trust, and enthusiasm.
- Analyze how motivation influences employee performance, satisfaction, and retention in hospitality settings.
- Design a personal motivational strategy or team action plan that integrates performance goals, recognition, and daily practices to sustain motivation.

## **M7 Staffing and Scheduling**

In this module, we will explore the critical hard skill of staffing and scheduling—two operational responsibilities that have a direct impact on an organization's success. Effective staffing ensures the right people are in the right positions, while efficient scheduling guarantees that business needs are met without overworking or underutilizing employees. *After completing this module, participants should be able to:*

- Discuss the importance of accurate forecasting for maintaining service quality and efficiency.
- Apply forecasting techniques to determine appropriate staffing levels for a given scenario.
- List and evaluate creative ways to schedule employees while balancing business demands with employee needs.
- Create a weekly staffing schedule that maximizes productivity, efficiency, and employee satisfaction.

## **M8 Conflict and Resolution**

The emphasis of this module will be on understanding and addressing the root causes of workplace conflict—and how applying the right soft skills can turn challenges into opportunities for growth. Conflict is a natural part of any work environment, but the way it's handled determines whether it leads to division or development. *After completing this module, participants should be able to:*

- Describe the four-step process for resolving conflict and how it can “extinguish” workplace problems.
- Apply the four-step conflict resolution process to sample workplace scenarios.
- Analyze how different employee personalities and cultural backgrounds influence approaches to conflict.
- Create a conflict resolution strategy tailored to your own team that balances fairness, productivity, and respect for diverse perspectives.

### **M9 Coaching for Success**

This module will focus on developing your inner coach—the part of you that guides, motivates, and brings out the best in others. Effective supervisors don't just manage tasks; they coach people toward higher levels of performance, confidence, and accountability. *After completing this module, participants should be able to:*

- Explain how the process of One Minute Praising reinforces positive behaviors by recognizing employees for doing something right or approximately right.
- Explain how the process of the One Minute Reprimand helps correct or redirect employee behavior.
- Apply the One Minute Management techniques (Goal Setting, Praising, and Reprimand) to realistic workplace coaching scenarios.
- Create a personalized coaching plan that integrates these techniques to improve team performance, motivation, and accountability.

### **M10 Supervising in A Multicultural Workplace**

This module will describe the key attributes and behaviors of an effective supervisor in today's diverse and rapidly changing workplace. Supervisors today must do more than oversee tasks—they must lead with fairness, adaptability, and respect for the unique strengths and backgrounds of every team member. *After completing this module, participants should be able to:*

- Describe how cultural appreciation can help break down stereotypes and barriers in the workplace.
- Discuss and analyze the benefits of leading with an open mind and open heart in supervising diverse teams.
- Evaluate examples of workplace practices that either strengthen or weaken cultural respect and inclusion.
- Create a supervisory action plan that celebrates cultural diversity, promotes inclusion, and fosters mutual respect.