

Course Name: HRA320 Rational Decision Making
Credit Value: 5
Prerequisite Course: None

Course Description

The student will examine management policy tools for decision making and problem solving. Students will examine and study a variety of hospitality-related cases to develop insights into the complex challenges faced in industry. Student communication, both oral and written, as well as analytical skills, will be stressed in the course.

PLAR Information

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Course Learning Outcomes

Upon completion of this course, the student will have reliably demonstrated the ability to:

- 1. Given the model for case analysis, use this model to aid decision making for solution of case problems.**
 - 1.1 Demonstrate the use of the case model during in-class discussions and presentations (Pages 1 to 8 of your textbook).
 - 1.2 Demonstrate the use of the case model in preparation of written reports.
- 2. Understand the basic concept of human resources management and comprehend the interaction of people within an organization in the business world.**
 - 2.1 Explain the approach to human resource problem solving by analyzing behavioural performance.
 - 2.2 Comprehend individual behaviour patterns and the related social theories as they apply to the behaviour patterns.
 - 2.3 Explain the responsibilities of the human resources manager.
- 3. Understand the basic concepts of production and operations management and understand how the trade-offs made in operations' management decisions affect and are affected by the business as a whole.**
 - 3.1 Demonstrate an understanding of the three basic transformation components.
 - 3.2 Analyze production systems using process and trade-offs and its effects on the rest of the organization.
- 4. Understand the industrial relation system, the legal framework within which collective bargaining occurs, and the mechanics of the collective bargaining process.**
 - 4.1 Be sensitive to the history of Canadian industrial relation, in reference to your textbook.
 - 4.2 Know the legal process for certification.
 - 4.3 Adapt the mechanics of the collective bargaining process.
- 5. Apply skills, both analytical and computational, in solving problems involving the techniques of marketing decision making and understand the business or organization's aims and its abilities to service customers' needs and wants.**
 - 5.1 Explain the characteristics of marketing program activities.
 - 5.2 Analyze customer and competitive marketing decision making.

Evaluation Strategy

Grading System

A+ Honours	90-100%										
A+	85-89%	B+	75-79%	C+	65-69%	D+	55-59%	R	Repeat	U	Unsatisfactory
A	80-84%	B	70-74%	C	60-64%	D	50-54%	S	Successful	I	Incomplete

*For a complete detailed description please refer to the *Academic Calendar*.

Student Success

(Dial 5185 for Campus Life or 5301 for the Aboriginal Learning Unit)

Canadore is committed to Student Success and offers CONFIDENTIAL services to help you in your studies.

- Counselling helps with academic, career and personal/crisis issues.
- AccessAbility Services will accommodate you if you have physical, mobility, visual, auditory, medical and/or learning disabilities.
- Health Centre provides services to you in case of illness.
- Career Services offers career advice, resume and interviewing workshops.

Waiver of Responsibility

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