
Course Name

Code No.**I. COURSE DESCRIPTION:**

This course will provide students just entering the hospitality field with practical and theoretical training as staff members in a fully operational dining room. Students will be introduced to various types of dining room set up and service protocol and will then demonstrate his/her mastery of these skills in the dining room setting. In addition, students will be introduced to the correct business etiquette, codes of conduct and ethical behaviour desired in a hospitality environment. Problem solving, communication, thinking and teamwork skills will be stressed. In summary, this introductory course is meant to provide a foundation of practical dining room knowledge and skills.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Understand the various staffing functions in a food and beverage operation and how they interrelate.

Potential Elements of the Performance:

- The student will satisfactorily function in some of these roles in this course and all of these roles by the end of the program

This learning outcome will constitute approximately 10% of the final grade.

2. Apply correct business etiquette, hospitality protocol and codes of conduct (stealing, tips, cash, etc...)

Potential Elements of the Performance:

- The student will demonstrate the use of proper etiquette and protocol as he/she functions through each area of the food and beverage function.

Areas which will be considered:

- Scheduled Gallery attendance and punctuality
- Hygiene, grooming and dress code
- Respect of co-workers, faculty and customers
- Ability to create and maintain a welcoming

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Environment

- Self-discipline under stress to meet deadlines
- Compliance with policies and standards
- Ability to make recommendations to improve service
- Acting in accordance with legislation governing security, health and safety in the workplace

This learning outcome will constitute approximately 30% of the final grade.

3. Demonstrate and apply knowledge of food and beverage techniques

Potential Elements of the Performance:

- perform effectively as a member of a food and beverage preparation and service team

This learning outcome will constitute approximately 20% of the final grade.

4. Perform effectively as a member of a food and beverage preparation and service team using problem solving, decision-making and interpersonal skills.

Potential Elements of the Performance:

- react in a positive manner to co-workers, faculty and customers
- contribute in a positive manner to the overall running of the food and beverage operation in a team structure
- suggest improvements which could affect the overall running of the food and beverage operation and present them to the team
- participate in the planning and execution of the teams assigned responsibilities

This learning outcome will constitute approximately 30% of the final grade.

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5. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

Potential Elements of the Performance:

- solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- identify various methods of increasing professional knowledge and skills
- apply principles of time management and meet deadlines
- recognize the importance of the guest, the server-guest relationship, and the principles of good service

This learning outcome will constitute approximately 10% of the final grade.

III. TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

- Dining room set up and service
- Correct formal dining room etiquette, codes of conduct and protocol
- Customer satisfaction
- Types of service
- The menu
- Standard opening and closing duties
- Order-taking and maintaining service
- Suggestive selling techniques, and up selling
- Correct coffee and tea service
- Correct beverage selection and service
- Responsible service of alcohol
- Reservations and telephone skills
- Guest-check creation and settlement
- Health, safety and sanitation regulations
- Operation of point-of-sale system (Maitre'd System)
- Methods of evaluation for managers and staff
- Food and beverage operation terminology
- Inventory requisition

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- Job descriptions
- Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Dahmer, Sondra & Kurt Kahl, The Waiter and Waitress Training Manual.
4th Ed., Van Nostrand Reinhold, Toronto, 1996.

The Gallery Management Procedures Manual, revised April 2001

V. EVALUATION PROCESS/GRADING SYSTEM:

The following semester grades will be assigned to students in postsecondary courses:

| <u>Grade</u> | <u>Definition</u> | <u>Grade Point Equivalent</u> |
|--------------|---|-------------------------------|
| A+ | 90 - 100% | 4.00 |
| A | 80 - 89% | 3.75 |
| B | 70 - 79% | 3.00 |
| C | 60 - 69% | 2.00 |
| R (Repeat) | 59% or below | 0.00 |
| CR (Credit) | Credit for diploma requirements has been awarded. | |
| S | Satisfactory achievement in field placement or non-graded subject areas. | |
| X | A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual - Deferred Grades and Make-up</i>). | |
| NR | Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades. | |
| NOTE | Students may be assigned an "R" grade early in the course for unsatisfactory performance. | |

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Code No.**Professor's Evaluation**

| | |
|------------------------------------|--------------------|
| Attendance & dress code | 20% |
| Performance | 75% |
| Customer feedback | 5 % |
| Total | <u>100%</u> |

Please note:

- Please see lab evaluation sheet for specific breakdown of daily grading process.
- Attendance in all dining room labs, theory classes, demonstrations and meetings is mandatory. Failure to attend will result in an **R** grade and removal of the student from the course.
- Students are required to participate in **all** college functions in order to fulfil their obligations in this course.

ASSIGNMENTS:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor prior to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

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Dress Code:

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom.

VI. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with the instructor and/or contact the Special Needs office, Room E1204, Extension 493, 717, or 491 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post secondary institutions.

Disclaimer for meeting the needs of learners:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources

Substitute course information is available in the Registrar's office.

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Plagiarism:

Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities." Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the instructor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.