

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE NAME: FOOD AND BEVERAGE SUPERVISION I

CODE NO. : HMG 2320 **SEMESTER:** 3

PROGRAM: RESORT OPERATIONS PROGRAM

AUTHOR: PROFESSOR DERON B. TETT
HRM Dip., B.A.H, B. Ed

INSTRUCTOR: PROFESSOR PETER GRAF, HRM Dip., C.C.C.
Office: L1400
Phone #: 759-2554, ext. 517
E-MAIL: peter.graf@saultc.on.ca

DATE: 06 / **PREVIOUS OUTLINE DATED:** 06 /
2002 2001

APPROVED:

	_____ DEAN	_____ DATE
--	---------------	---------------

TOTAL CREDITS: 3

PREREQUISITE(S): FDS 117

HOURS / WEEK: 3

Copyright ©1998 The Sault College of Applied Arts & Technology
Reproduction of this document by any means, in whole or in part, without prior written permission of Sault College of Applied Arts & Technology is prohibited.
For additional information, please contact
The School of Hospitality
Brian Punch (705) 759-2554, Ext. 688

Course Name

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

This course will allow the student to function in a supervisory and management capacity in food and beverage operations. The student will be expected to work within a **team** environment to create new systems and processes as well as enhance existing systems and processes. Students will have the opportunity to rotate through management positions in the Northern Ontario Hospitality and Tourism Institute (N.O.H.T.I.), Gallery and banquet room and learn to successfully manage with minimal supervision. Further, students will continue to develop their **interpersonal, problem-solving, communication** and **thinking skills** as they meet the challenges presented in a work-based model closely resembling that of the private sector hospitality industry.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Apply human resources and leadership knowledge and skills to enhance performance as an employee and team member, and to contribute to the management of a hospitality enterprise

Potential Elements of the Performance:

- work with minimal supervision
- begin to apply leadership and supervisory techniques in hospitality settings
- create job descriptions for the hospitality industry
- develop an orientation outline and apply basic training techniques
- comply with current employment and human rights legislation
- define the manager's role in providing hospitality
- assist in the planning, organizing, staffing, co-ordinating, directing, and controlling a food and beverage operation (dining room, internal and external private functions)
- evaluate service staff performance
- evaluate own management performance

This learning outcome will constitute approximately 15% of the final mark.

Course Name

Code No.

2. Perform effectively as an accommodation operations team member.

Potential Elements of the Performance:

- respond to guests' and coworkers' requests and concerns in a positive and timely manner
- apply knowledge of the organization of an accommodation facility, including guest service departments, to interact appropriately with coworkers and to anticipate and effectively respond to guest needs
- use knowledge of guest service departments and policies to enhance front office job performance
- begin to schedule staff "debriefing " meetings during the opening and closing of the food and beverage operation
- supervise correct dining room set up
- assist in the orientating and training of formal dining room and beverage service
- assist in the orientating and training on the point-of-sale system
- liaise with the chef to verify menu content and presentation
- monitor, call, and reconfirm all reservations

This learning outcome will constitute approximately 15% of the final mark.

3. Perform effectively as a member of a food and beverage preparation and service team.

Potential Elements of the Performance:

- supervise the set up and maintenance of organized work stations
- supervise the preparation and presentation of beverages (alcoholic and non- alcoholic) including mixed drinks
- maintain bar inventory and organize bar equipment and supplies
- manage the ordering, receiving and stocking of supplies from the kitchen, liquor room and central storeroom
- supervise the selection and use of correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- supervise the recording, retrieval, serving, and clearing of orders for food and beverage, and complete follow-up service including processing guest cheques

Course Name

Code No.

- participate effectively in the planning and provision of services for special events (private functions)
- assist timely and competent food and beverage preparation and service by applying team and leadership skills
- comply with legislation governing alcohol service (Smart Serve Program)
- implement and maintain health and safety regulations and sanitation codes related to food and beverage preparation and service

This learning outcome will constitute approximately 15% of the final mark.

4. Ensure a high degree of customer satisfaction by providing hospitality services in a professional manner

Potential Elements of the Performance:

- use correct business etiquette and protocol
- comply with policies related to ethical behaviour and codes of conduct
- employ effective interpersonal skills in dealing with customers and coworkers
- adhere to professional standards of dress, hygiene, and grooming
- establish and maintain a rapport with the customer and respond in a positive and timely manner to customer complaints, adapting service to meet customer needs and expectations
- monitor guest behaviour and apply strategies for handling disruptive or inappropriate behaviour
- ensure quality service by adhering to house policies and standards related to service, by monitoring service quality, and by making recommendations for improving service
- apply the principles of customer service in hospitality settings

This learning outcome will constitute approximately 15% of the final mark.

Course Name

Code No.

5. Contribute to marketing effectiveness to promote successful operation of a hospitality enterprise.

Potential Elements of the Performance:

- apply the principles of selling to hospitality situations, including using effective personal selling techniques, up selling, and making sales calls
- assist in the development of effective advertising and promotion strategies, including the use of public relations and the media
- perform advertising duties in menu design, production and promotion

This learning outcome will constitute approximately 15% of the final mark.

6. Support the provision of healthy, safe, and well-maintained hospitality environments.

Potential Elements of the Performance:

- prepare and/or monitor documentation such as schedules, reports, contracts, and checklists, required for the provision and maintenance of hospitality services and facilities
- act in accordance with legislation governing safety and security in the workplace
- follow safety regulations and health and sanitation codes

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

7. Apply computer skills to support the performance of a variety of functions in the hospitality industry.

Potential Elements of the Performance:

- adapt to various and changing technologies, systems, and computer applications for the hospitality industry
- prepare correspondence, reports, and other print documents for hospitality situations using appropriate software

Course Name

Code No.

- apply computer concepts to hospitality applications using manuals and aids related to a specific software program

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

8. 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 5% of the final mark.

- Note, students will be expected to achieve basic management knowledge, skills and values. The students will further refine their management knowledge, skills and values in Food and Beverage Supervision II (HMG212).

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

The Gallery Management Procedures Manual, revised April 2001.

Course Name

Code No.**V. EVALUATION PROCESS/GRADING SYSTEM:**

The following semester grades will be assigned to students in post secondary 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.	

Course Name

Code No.**Professor's Evaluation**

Attendance, dress code	20%
Management duties and responsibilities	80%
Total	<hr/> 100%

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.

All staff evaluation forms are due at the end of each lab and must be 100% complete. Further, all forms must be collected by the Gallery manager and handed in to the Instructor on a daily basis.

Course Name

Code No.**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.

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.

Course Name

Code No.

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

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.