

I. COURSE DESCRIPTION:

This course will provide students with theoretical as well as practical training in beverage management, production and dining room service. Specifically, students will develop their knowledge and skills to successfully prepare and professionally serve customers in a food and beverage operation. All students will utilize their newly-acquired knowledge and skills from this course in the fully operational dining room (The Gallery), as well as internal and external banquet functions.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Articulate a clear overview of the breadth and depth of the hospitality industry.

Potential Elements of the Performance:

- Analyse the interdependence of the Canadian tourism industry sector
- Understand the various staffing functions in a food and beverage operation and how they interrelate.

This learning outcome will constitute approximately 5% of the final mark.

2. Understand and apply the regulations of the Smart Serve Program as a certified server.

Potential Elements of the Performance:

- Understand facts about alcohol and alcohol consumption
- Understand how alcohol affects the body
- Recognize signs of intoxication
- Understand the legal rights and responsibilities
- Explain the civil liability
- Discuss the types of licences

- Write house policies
- Create a safe and enjoyable atmosphere
- Practice prevention and intervention techniques
- Assess risks for owners and managers

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

3. Explain the types of liquor licences and endorsements.

Potential Elements of the Performance:

- Identify the types of licences and endorsements under the Liquor Licence Act of Ontario (L.L.A.O.)
- Discuss the limitations and restrictions for each licence
- Understand the liabilities within each licence
- Adhere to the service guidelines established in the L.L.A.O.

This learning outcome will constitute approximately 5% of the final mark.

4. Identify distilled products.

Potential Elements of the Performance:

- Discuss the types of spirits that are distilled
- List all of the ingredients required to produce a given distilled product
- List the steps in the production process of spirits

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

5. Identify fermented products.

Potential Elements of the Performance:

- List the types of alcoholic beverages which are fermented
- List the ingredients required to produce wine
- List the ingredients required to produce beer
- Describe the steps in the production process of wine
- Describe the steps in the production process of beer

- Identify correct storage techniques and procedures
- Demonstrate correct opening and serving techniques for wine, champagne and beer

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

6. Prepare and serve cocktails.

Potential Elements of the Performance:

- Differentiate between the three preparation methods
- Select proper glassware
- Mix drinks in the correct sequence using the proper technique and recipe
- Prepare and use appropriate garnish and ice
- Serve cocktails in a professional manner
- Demonstrate a knowledge of the recipes of the most commonly served cocktails
- Provide verbal or written knowledge of all cocktails

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

7. Open and close a bar.

Potential Elements of the Performance:

- Perform opening inventory
- Set up bar according to established format
- Practice responsible pouring and serving methods
- Perform closing inventory
- Prepare requisition based on established bar stock
- Store and lock up all products
- Follow the principles of sanitation

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

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

Potential Elements of the Performance:

- Discuss correct business etiquette and protocol
- Outline and explain the standard types of service
- Explain policies related to ethical behaviour and codes of conduct
- Employ effective interpersonal skills in dealing with coworkers
- Adhere to professional standards of dress, hygiene, and grooming
- Explain how to establish and maintain a rapport with the customer and respond in a positive and timely manner to a customer complaint

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

9. Demonstrate and apply knowledge of formal food and beverage service techniques.

Potential Elements of the Performance:

- Discuss proper coffee and tea service
- Process guest cheques manually (trained on the automated point-of-sale system in FDS116)
- Discuss the importance of telephone skills
- Explain suggestive selling and up selling techniques
- Discuss the set up and maintenance of an organized work station
- Select correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- Outline the steps involved when serving a guest in a formal dining room setting

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

10. 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.

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.

- Smart Serve certification
- Liquor licences and endorsements
- Spirits, beer, wine & cocktails
- Operating and managing a bar
- Dining room set up and service
- Opening and closing beverage inventory and requisition
- Correct beverage selection and service
- Correct formal dining room etiquette, codes of conduct and protocol
- Customer service
- Types of service
- Standard opening and closing service duties
- Order-taking and maintaining service
- Suggestive selling techniques, and up selling
- Correct coffee and tea service
- Reservations and telephone skills
- Guest-cheque creation and settlement
- Health, safety and sanitation regulations
- Methods of evaluation for managers and staff
- Food and beverage operation terminology
- Job descriptions, scheduling and staffing
- Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Smart Serve workbook, Hospitality Training Organization of Ontario
 Morelli, Carmine, A Guide to Bartending. Vancouver Community College
 Press, Vancouver, 1994.
 Morelli, Carmine, Recipes, A Guide to Bartending. Vancouver Community
 College Press, Vancouver, 1994.
 Dahmer, Sondra & Kurt Kahl, Restaurant Service Basics. John Wiley &
 Sons, Inc., New York, 2002.

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%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% 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.	

Professor's Evaluation

Tests	55%
Projects/Assignments	20%
Labs	20%
Student Professionalism (Attendance, dress code, conduct)	5%
Total	100%

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 and agreed to by the professor 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.

VI. SPECIAL NOTES:Dress Code:

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom. For further details, please read the Hospitality Centre dress code.

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.

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.

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.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. 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.