

I. COURSE DESCRIPTION:

This course will provide first-year hospitality students with practical training as staff members in a fully operational dining room. Students will have the opportunity to rotate through various food and beverage and front desk positions in the Northern Ontario Hospitality and Tourism Institute. Students will develop their skills and knowledge of the workings of food and beverage operations through practical applications of “front end” service. In addition, hospitality students can develop their interpersonal, problem-solving, communication, thinking and teamwork skills as they meet the challenges of providing consistent quality of service and ensure customer satisfaction. Specifically, students will apply and develop the aforementioned knowledge and skills during theme nights, private functions and a la carte nights in the food and beverage operation known as the Gallery and banquet room.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

- 1) 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 co-workers
- 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
- 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

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- 2) Demonstrate and apply knowledge of formal food and beverage service techniques.

Potential elements of the performance:

- identify items suited for tableside cooking
- identify the equipment necessary for tableside cooking
- prepare table side items to customer satisfaction
- demonstrate knowledge of wine; storing, selecting, handling, opening and serving
- perform coffee and tea service
- process guest cheques manually and by using an automated point-of-sale system (Maitre'd)
- book reservations
- employ suggestive selling and up selling techniques

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

Potential elements of the performance:

- set up and maintain an organized work station
- prepare and present alcoholic beverages including mixed drinks (wine and beer)
- maintain bar inventory and organize bar equipment and supplies
- select and use correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- take, record, retrieve, serve, and clear orders for food and beverage, and complete follow-up service including processing guest cheques
- assist timely and competent food and beverage preparation and service by applying team and leadership skills
- comply with legislation governing alcohol service and complete the requirements of the Smart Serve Program

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

Potential elements of the performance:

- act in accordance with legislation governing safety and security in the workplace
- follow safety regulations and health and sanitation codes

- 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

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.

- correct formal dining room set up and service
- correct formal dining room etiquette
- four main types of service
- table side cooking
- proper wine selection, handling, sale and service

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- correct coffee and tea service
- correct beverage selection and service
- standard opening and closing duties
- customer satisfaction
- order-taking and maintaining service
- suggestive selling techniques, and up selling
- responsible service of alcohol
- reservations and telephone skills
- guest-check creation and settlement
- review safety, health and sanitation regulations
- review operation of point-of-sale system (Squirrel)
- review methods of evaluation for managers and staff
- food and beverage operation terminology
- inventory requisition
- 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 September/October 1999.

V. EVALUATION PROCESS/GRADING SYSTEM**FINAL GRADE REPORTING**

A+	90% - 100%	Consistently outstanding
A	80% - 89%	Outstanding Achievement
B	70% - 79%	Consistently Above Average
C	60% - 69%	Satisfactory
R	Below 60%	Repeat - objectives have not been met
CR	Credit exemption	
X	A temporary grade, limited to extenuating circumstances, giving a student additional time to complete course requirements	

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NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.

EVALUATION

Gallery Staff duties and responsibilities (See Professor lab evaluation form)	100%
Total	100%

ATTENDANCE REQUIREMENTS

- Attendance in all dining room theory classes, labs, demonstrations and meetings is mandatory
- Any extenuating circumstances should be discussed with the Professor immediately
- One absence will result in a 10% deduction in the final term mark (verbal warning)
- Two absences will result in a 20% deduction in the final term mark (written warning)
- Three absences will result in a Repeat "R" grade (Termination)
- All manager and staff schedule requests must be submitted in writing to the Professor two weeks in advance to be considered prior to a change in shift
- Students are required to participate in a minimum of three college functions (including Gourmet Dinner, and Advisory Committee Dinner) in order to fulfil their obligations in this course

GUIDELINES RE GRADING:**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 typed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless the student and the professor have come to an agreement prior to the due date.

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.

Special Needs

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

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.

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.

Course Modification

The professor reserves the right to modify the course as deemed necessary.

Substitute course information: available at Registrar's Office.

VII. Prior Learning Assessment

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