

I. COURSE DESCRIPTION:

This course will provide C.I.C.E students just entering the hospitality field with basic 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 with assistance, 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 CICE student, with the assistance of an Educational Assistant will demonstrate a basic ability to:

1. Have a basic understanding of 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:

With assistance the C.I.C.E 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
- 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. The C.I.C.E. student will learn and build on the skills necessary to become a member of a food and beverage preparation and service team using problem solving, decision-making and interpersonal skills with the assistance of the I.E.A.

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.

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

Potential Elements of the Performance:

- use constructive feedback in the evaluation of her/his knowledge and skills, to improve those skills.
- identify various methods of increasing professional knowledge and skills
- with assistance, 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.

1. Dining room set up and service
2. Correct formal dining room etiquette, codes of conduct and protocol
3. Customer satisfaction
4. Types of service
5. The menu
6. Standard opening and closing duties
7. Order-taking and maintaining service
8. Suggestive selling techniques, and up selling
9. Correct coffee and tea service
10. Correct beverage selection and service
11. Responsible service of alcohol
12. Reservations and telephone skills
13. Guest-check creation and settlement
14. Health, safety and sanitation regulations
15. Operation of point-of-sale system (Maitre'd System)
16. Methods of evaluation for managers and staff
17. Food and beverage operation terminology
18. Inventory requisition
19. Job descriptions
20. Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS

The Gallery Management Procedures Manual, revised 2002

V. EVALUATION PROCESS/GRADING SYSTEM:

Attendance, dress code	20%
Performance	<u>80%</u>
	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 **F** 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 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 it in. No extension will be given unless a valid reason is provided in advance.

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
F (Fail)	59% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

VI. SPECIAL NOTES:**Dress Code:**

All students are required to wear their uniform while in the Hospitality and Tourism Institute, both in and out of the classroom.

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 your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493 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 postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *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/program, 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.

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

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.

CICE Modifications:**Preparation and Participation**

1. An Integrative Educational Assistant will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Integrative Educational Assistant may not attend all classes with the student(s), support will always be available. When the Integrative Educational Assistant does attend classes he/she will remain as inconspicuous as possible.

CICE Modifications:**A. Tests may be modified in the following ways:**

1. Tests which require essay answers may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests which use fill in the blank format may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

B. Tests will be written in the Learning Assistance Centre with assistance from an Integrative Educational Assistant.***The Integrative Educational Assistant may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.