

I. COURSE DESCRIPTION:

This course will provide the C.I.C.E student 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, critical 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. 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 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.

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
- Correct coffee and tea service
- Correct beverage selection and service
- Assist with the responsible service of alcohol
- Health, safety and sanitation regulations
- Assist with the operation of point-of-sale system (Maitre'd System)
- Food and beverage operation terminology
- Job descriptions
- Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

The Gallery Management Procedures Manual, revised September 2004

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%	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 "F" grade early in the course for unsatisfactory performance.

Professor's Evaluation

Attendance & dress code	20%
Performance	80%
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 **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 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.

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 (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 E1101, Extension 703 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.

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.

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.

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.

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.

Tests will be written in CICE office 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.

B. Assignments may be modified in the following ways:

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

The Integrative Educational Assistant may:

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

D. Evaluation:

Is reflective of modified learning outcomes.