

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: FOOD AND BEVERAGE SUPERVISION I

CODE NO. : HMG232 SEMESTER: 3

PROGRAM: HOSPITALITY MANAGEMENT – HOTEL AND RESORT PROGRAM

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APPROVED: "Penny Perrier" 06/09

	CHAIR	DATE
TOTAL CREDITS: 4		

PREREQUISITE(S): FDS 117

HOURS/WEEK: 8

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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. Students will also continue to develop their interpersonal, problem-solving, communication and critical 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
- Comply with current employment and human rights legislation
- Define the manager's role in providing hospitality
- Assist in planning, organizing, staffing, co-ordinating, directing and controlling a food and beverage (F & B) operation
- Evaluate service staff performance
- Evaluate own management performance

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

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 the guest service department
- Interact appropriately with coworkers to anticipate and effectively respond to guest needs
- 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 training of formal dining room and beverage service
- Assist in the training on the point-of-sale system
- Liaise with the chef to verify menu content and presentation
- Begin to assist to 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
- Maintain bar inventory and organize bar equipment and supplies
- Manage the ordering, receiving and stocking of supplies from kitchen, liquor room and store room
- 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 guest orders and complete follow-up service including processing guest checks

- Participate effectively in the planning and provision of services for special events
- 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.

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 using effective personal techniques, up selling techniques, and sales call skills
- 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 health and safety regulations 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
- 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 his/her 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 (HMG 212).

III. TOPICS:

1. Teamwork skills
2. Manager's role
3. Manager's duties and responsibilities
4. Health, safety and other regulations
5. Marketing efforts

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

The Gallery Management Procedures Manual

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.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
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.

Professor's Evaluation:

Attendance, dress code	20%
Management duties and responsibilities	<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 fulfill their obligations in this course.**

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.

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.

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.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

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

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. 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.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. ***It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.***

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

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.

Testing Absence:

If a student is unable to write a test for medical reasons on the date assigned, the following procedure is required:

- In the event of an emergency on the day of the test, the student may require documentation to support the absence and must telephone the College to identify the absence. The college has a 24 hour electronic voice mail system (759-2554) Ext. 2600.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the test with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- All decisions regarding whether tests shall be re-scheduled will be at the discretion of 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.
- The student is responsible to make arrangements, immediately upon their return to the College with their course Professor in order to make-up the missed test.