

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: CULINARY MANAGEMENT

AUTHOR:

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APPROVED: "Angelique Lemay" June/16

DEAN DATE

TOTAL CREDITS: 4
HOURS/WEEK: 14

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I. COURSE DESCRIPTION:

This course will allow the student to function in a supervisory and management capacity, within the food and beverage operation. 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. Each student will plan, organize and manage lab stations under the guidance of faculty. Students will have the opportunity to rotate through management positions in the Sault College's Willow Teaching Restaurant and learn to successfully manage with minimal supervision. Students will also continue to develop their interpersonal, problem-solving, communication and critical thinking skills. Students will 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, coordinating, directing and controlling a food and beverage (F & B) operation
- Evaluate service staff performance
- Evaluate own performance

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
- Assist in the training of international, local, regional, national & indigenous al a carte cooking
- Liaise with the chef and restaurant manager to verify menu content, presentation and production quantities

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 food items
- Maintain food inventory and organize equipment and supplies
- Manage the ordering, receiving and stocking of supplies from kitchen and store room
- Supervise the selection and use of correct tools, equipment, supplies and techniques for food and beverage preparation and service
- Supervise preparatory production, service production and restaurant shut down
- 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
- Implement and maintain health and safety regulations and sanitation codes related to food and beverage preparation and service

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

- Apply knowledge of all roles in a contemporary kitchen and dining room
 - Adhere to professional standards of dress, hygiene, and grooming
 - Apply “truth in menu” regulations when developing product specifications and descriptions while meeting specific price points and customer needs
 - Establish and maintain a rapport with the customer. Respond in a positive and timely manner to customer complaints, adapting service to meet customer needs and expectations
 - Monitor guest as well as food and beverage team member conduct 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
5. 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 food and beverage services and facilities
 - Act in accordance with legislation governing safety and security in the workplace
 - Follow health and safety regulations and sanitation codes
6. 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
 - Apply computer concepts to hospitality applications using manuals and aids related to a specific software program
7. 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
- Recognize the importance of the relationship between the front and back of the house team
- 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:

Refer to textbooks used in other core subjects.

V. EVALUATION PROCESS/GRADING SYSTEM:
Student lab participation will make up 100% of the final mark

Students will be **graded in the labs** as follows:

Performance		80 %
Professionalism & Appearance	15pt	
- Arrival		
- Uniform		
- Grooming		
- Professional Etiquette		
- Deportment		
Sanitation & Safety	25pt	
- Personal		
- Work environment		
- Organization of work area & supervision of co-workers areas		
- Product management		
- Safe handling, operation, cleaning & sanitizing of tools		
Method of Work	40pt	
- Application & supervision of theory		
- Application & supervision of culinary methods & techniques		
- Work rhythm (pace)		
- Ability to correct errors		
- Product & station organization		
- Operation, care & supervision of equipment		
- Attention to duties		
- Decision making		
- Job flexibility		
- Accepts direction from others		
- Attitude toward others		
- Amount of supervision required		
- Reaction to frustration		
- Effectiveness under stress / adjust to and accepts changes		
- Knowledge of work		
- Quality - appearance, taste, texture, temperature		
- Quantity of work		
- Interaction with supervisor		
- Ability to learn required tasks		
- Takes initiative		
Supervisory Assessments		15%
Self-Evaluations		5%

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.	

If a faculty member determines that a student is at risk of not being academically successful, the faculty member may confidentially provide that student's name to Student Services in an effort to help with the student's success. Students wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

VI. SPECIAL NOTES:

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.

Attendance is one of the most important components of the Lab. Therefore, **ANY student who misses more than 3 labs in one semester will be issued an "F" grade** unless extenuating circumstances occur – it is at the professor's discretion.

LAB Absence:

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

- In the event of an emergency on the day of class, 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. 2588.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the class with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- With satisfactory documentation the student is responsible to make arrangements, immediately upon their return to the College to make-up the missed lab.

Dress Code:

All students are required to wear their uniforms while in the Hospitality and Tourism Institute, both in and out of the classroom. **(Without proper uniform, classroom access will be denied)**

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.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.