

COURSE CODE

COURSE NAME

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: FOOD SERVICE II

CODE NO.: FDS202 **SEMESTER:** TWO

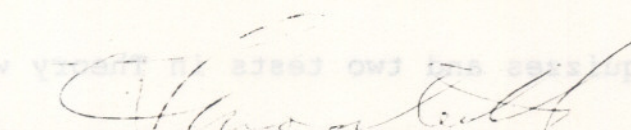
PROGRAM: CHEF TRAINING & CHEF TRAINING APPRENTICES

AUTHOR: KIM SIEBERTZ

DATE: JANUARY, 1992

PREVIOUS OUTLINE DATED: JANUARY, 1991

New: **Revision:** **X**

APPROVED:  **DATE** 9-05-87

DEAN, SCHOOL OF BUSINESS & HOSPITALITY

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TEXT: "Waiter/Waitress Training Manual", CBI Publishing Company
"Student Manual"

OBJECTIVES:

Based on the 4 Modules from Semester I, the successful student will be able to:

- assign and supervise preopening and closing responsibilities
- greet and seat customers, aid in departure
- supervise staff during American and Buffet service
- identify the importance of diplomacy in handling customer complaints
- recognize proper use of colours in plate presentation
- use proper controls, assuring profit in operation
- understand the importance of kitchen-dining room relationship

ATTENDANCE:

Theory I class instructs skills used in practical Gallery Lab operations. Failure to attend these lab classes will result in not being able to be evaluated properly.

EVALUATION:

1. Personal appearance, practical skills in serving, guest relations and cooperation with fellow students during Gallery operations are monitored.
2. Periodic assignments and/or quizzes and two tests in Theory will be given.
3. Failure to attend a scheduled lab or theory class will result in an "I" mark. Three lab or theory classes missed in a semester automatically results in an "R" grade and the student will be relieved of his/her Gallery responsibilities.

FOOD SERVICE II

4. Class Assignments or Tests	40%
Advertising, Gallery Sales and Service Skills	40%
Attendance, Participation and Personal Appearance	20%
PASS:	60%

Each student will be evaluated for every Gallery function on appearance, attitude, communication (between fellow students and customers) and skills. A daily record of sales per person is also maintained.

AVAILABILITY:

Please feel free to contact me in ROOM L140, Extension 437 should you have any difficulties or need to upgrade your marks. Consult my timetable for availability.

ADDITIONAL INFORMATION:

If there is any student in this class who has need for test-taking or notetaking accommodation, please feel free to come and discuss this with me.

