



**I. COURSE DESCRIPTION:**

This course will provide second-year hospitality students with practical training as managers in a fully operational dining room. The students will apply and develop their knowledge, skills and values in all of the management functions; planning, organizing, co-ordinating, staffing, directing, controlling and evaluating. Students will have the opportunity to rotate through various management positions in the Northern Ontario Hospitality and Tourism Institute's Gallery and banquet room. Further, students will continue to develop their interpersonal, problem-solving, communication, thinking and teamwork skills as they meet the challenges presented in a food and beverage operation. Specifically, students will apply and develop the aforementioned knowledge and skills during theme nights, private functions and a la carte nights in the food and beverage operation known as the Gallery and banquet room.

**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
- Apply leadership and supervisory techniques in hospitality settings
- Comply with current employment and human rights legislation
- Define the manager's role in providing hospitality
- Plan, organize, staff, co-ordinate, direct, and control a food and beverage operation (theme nights, private functions and a la carte nights)
- Evaluate service staff performance
- Evaluate own management performance
- Schedule staff meetings prior to the opening of the food and beverage operation
- Supervise correct dining room set up
- Assist in the orientating and training of formal dining room and beverage service
- Assist in the orientating and training on the point-of-sale system
- Liaison with chef to verify menu content and presentation
- Monitor, call, and reconfirm all reservations

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

2. 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 co-workers
- 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.

3. 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, including using effective personal selling techniques, up selling, and making sales calls
- 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.

4. 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 safety regulations and health and sanitation codes

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

5. 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 15% of the final mark

6. Perform effectively as an accommodation operations team member.

Potential Elements of the Performance:

- Respond to guests and co-workers requests and concerns in a positive and timely manner
- Apply knowledge of the organization of an accommodation facility, including guest service departments, to interact appropriately with co-workers and to anticipate and effectively respond to guest needs
- Use knowledge of guest service departments and policies to enhance front office job performance

This learning outcome will constitute approximately 10% of the final

mark

7. Perform effectively as a member of a food and beverage preparation and service team.

Potential Elements of the Performance:

- Set up and maintain an organized work station
- Prepare and present alcoholic beverages including mixed drinks
- Maintain bar inventory and organize bar equipment and supplies
- Order, receive and stock supplies from the kitchen, liquor room and central stores
- Select and use correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- Take, record, retrieve, serve, and clear orders for food and beverage, and complete follow-up service including processing guest cheques
- Participate effectively in the planning and provision of services for special events (theme nights and private functions)
- Assist timely and competent food and beverage preparation and service by applying team and leadership skills
- Comply with legislation governing alcohol service and complete the requirements of the Smart Serve Program
- Implement safety regulations and health and sanitation codes related to food
- and beverage preparation and service

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 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 5% of the final mark.

- Note, students will be expected to achieve basic management knowledge, skills and values.

### **III. TOPICS:**

1. Seven management functions in conjunction with the dining room and bar operation (planning, organizing, co-ordinating, staffing, directing, controlling and evaluating)
2. Correct formal dining room set up
3. Correct formal dining room etiquette
4. Four main types of service
6. Proper wine handling, sale and service
7. Correct beverage service
8. Standard opening and closing duties
9. Customer satisfaction
10. Order-taking and maintaining service
11. Suggestive selling techniques, up selling, making sales calls
12. Responsible service of alcohol
13. Manager's role
14. Food and beverage operation terminology
15. Review safety, health and sanitation regulations
16. Review operation of point-of-sale system (Silverware System)
17. Review methods of evaluation for managers and staff
18. Verify staffing schedules on a weekly basis
19. Telephone skills and reservations

### **IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

The Gallery Management Procedures Manual

**V. EVALUATION PROCESS/GRADING SYSTEM:**

|  |             |
|--|-------------|
| Attendance, dress code                 | 20 %        |
| Management duties and responsibilities | 50 %        |
| Theme Night /Special Events            | <u>30 %</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.**
- **NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.**

All theme night/special event final reports are due at the end of each week and must be 100% complete.

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% 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 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) will be removed from placement and clinical activities. This 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.