SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE:	**Banquets**
CODE NO. :	**HOS120** **SEMESTER:** **2**
PROGRAM:	**Hospitality Management – Hotel and Resort Hospitality Operations – Food and Beverage**
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DATE:	**05/09** **PREVIOUS OUTLINE DATED:** **12/08**
APPROVED:	"Penny Perrier" 06/09

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                                CHAIR   DATE

TOTAL CREDITS:	**3**
PREREQUISITE(S):	**NONE**
HOURS/WEEK:	**3**

I.   COURSE DESCRIPTION:

This course will introduce students to banquet management and its importance to the success of the hospitality industry. The students will develop the knowledge of how to plan and run successful banquets. They will study industry standards in areas such as room set ups, food and beverage service techniques, and the role of the banquet management and staff. The students will apply their knowledge in a variety of functions during the school year in the Northern Ontario Hospitality and Tourism Institute.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   Identify and discuss the scope and key components of the food service industry.

       Potential Elements of the Performance:

- Discuss the importance of service
- Discuss the importance of sanitation and appearance
- Explain the styles of service and place settings
- Identify and explain the proper guidelines of service
- List and explain the different styles of service

       This learning outcome will constitute 10% of the final mark.

2.   Identify and discuss the critical skill sets required to work in a formal dining room environment.

       Potential Elements of the Performance:
- List and explain the training required for service staff to serve a meal
- Discuss the activities involved in organizing the dining room to accept guests
- Explain how to plan reservations and block tables
- Discuss how to manage the dining experience

       This learning outcome will constitute 20% of the final mark.

3.   Identify and discuss the critical skill sets required to work in the banquet business.

Potential Elements of the Performance:

- Explain the importance of banquets as they relate to the profitability of any hospitality establishment
- Discuss the role and qualifications of the banquet manager
- Explain the skills required of banquet service staff
- Outline the important components of the billing procedure for a function

This learning outcome will constitute 25% of the final mark.

4. Perform effectively as a member of a food and beverage team.

Potential Elements of the Performance:

- Prepare and monitor records which assist efficient food and beverage preparation and service such as staff schedules, checklists related to service, and reservation records
- Identify the steps in the set up, service and completion of a Gallery food and beverage function
- Assist in the planning, preparation and set up for a banquet function
- Comply with safety regulations and health and sanitation codes related to food and beverage preparation and service

This learning outcome will constitute 20% of the final mark.

5. Identify and discuss how to plan, organize and manage banquet functions.

Potential Elements of the Performance:

- Define the term function
- Describe the equipment used in functions
- Describe the standard types of room set ups
- Explain the importance of policies and procedures when booking and billing functions
- Discuss the process of how to book functions
- Explain the importance of the function sheet
- Identify and discuss the process of managing a function including staffing, equipment and set up requirements

This learning outcome will constitute approximately 20% of the final mark.

6.   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.

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.

1. The importance of Service
2. Sanitation and Appearance
3. Styles of Service and Place Settings
4. Proper Guidelines for Service
5. The Styles of Service
6. Training the Service Staff to Serve the Meal
7. Organizing the Dining Room to Accept Guests
8. Planning Reservations and Blocking Tables
9. Managing the Dining Experience
10. The Banquet Business and The Banquet Manager
11. How to Book Functions
12. The Banquet Event Order
13. Managing the Function
14. Function Room Set ups

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Strianese, Anthony, et al, Dining Room and Banquet Management.
      4th ed. Thomson Delmar Learning, NY, 2008.

V. EVALUATION PROCESS/GRADING SYSTEM:

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	Grade Point Equivalent
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:

3 Tests (25%, 20%,25%)	**70%**
Project	**20%**
Student professionalism	**10%**
(Dress code, attendance, conduct)	
Total	**100%**

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.