

I. COURSE DESCRIPTION:

This course will provide first-year hospitality students with practical training as staff members in a fully operational restaurant. Students will have the opportunity to rotate through various food and beverage positions in the Northern Ontario Hospitality and Tourism Institute. Students will develop their skills and knowledge of the workings of food and beverage operations through practical applications of “front-of-the-house” service. In addition, hospitality students can develop their interpersonal, problem-solving, communication, thinking and teamwork skills as they meet the challenges of providing consistent quality of service and ensure customer satisfaction. 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. 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
- 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

2. Apply knowledge of formal food and beverage service techniques.

Potential Elements of the Performance:

- demonstrate knowledge of wine; storing, selecting, handling, opening and serving
- perform coffee and tea service
- process guest cheques manually and by using an automated point-of-sale system (Silverware system)
- book reservations
- employ suggestive selling and up selling techniques

3. 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 “theme” cocktails, mocktails, wine and beer
- maintain bar inventory and organize bar equipment and supplies
- 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
- complete follow-up service including the processing of guest cheques
- 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

4. Support the provision of healthy, safe, and well-maintained hospitality environments

Potential Elements of the Performance:

- act in accordance with legislation governing safety and security in the workplace
- follow safety regulations and health and sanitation codes

5. 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

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. Correct formal dining room set up and service
2. Correct formal dining room etiquette
3. Four main types of service
4. Proper wine selection, handling, sale and service
5. Correct coffee and tea service
6. Correct bar requisition, inventory and set up
7. Correct beverage selection, production and service
8. Standard opening and closing dining room and bar duties
9. Customer satisfaction
10. Order-taking and maintaining service
11. Suggestive selling techniques, and up selling
12. Responsible service of alcohol (Smart Serve)
13. Guest-cheque creation and settlement
14. Review safety, health and sanitation regulations
15. Review operation of point-of-sale system (Silverware System)
16. Review methods of evaluation for managers and staff
17. Food and beverage operation terminology
18. Inventory requisition
19. Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS

The Gallery Management Procedures Manual

V. EVALUATION PROCESS/GRADING SYSTEM:

Attendance, dress code	20%
Performance	<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.**
- **NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.**

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: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.***

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.

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.

VII. COURSE OUTLINE ADDENDUM;

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