

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: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.