

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



**SAULT
COLLEGE**

COURSE OUTLINE

COURSE TITLE: TRAINING AND DEVELOPMENT

CODE NO.: RES240 SEMESTER: 4

**PROGRAM: HOSPITALITY MANAGEMENT – HOTEL AND
RESORT, CULINARY MANAGEMENT**

**AUTHOR: DERON B. TETT B.A.H., B. Ed.
PROFESSOR OF CULINARY AND HOSPITALITY
OFFICE: L 1400
PHONE: 759-2554, EXT. 2583
Email: deron.tett@saultcollege.ca**

DATE: 05/16 PREVIOUS OUTLINE DATED: 05/15

APPROVED: "Angelique Lemay" June/16

DEAN

DATE

TOTAL CREDITS: 4

PREREQUISITE(S): HOS201

HOURS/WEEK: 3

Copyright ©2015 The Sault College of Applied Arts & Technology
*Reproduction of this document by any means, in whole or in part, without prior
Written permission of Sault College of Applied Arts & Technology is prohibited.*
*For additional information, please contact Angelique Lemay, Dean,
School of Community Services and Interdisciplinary Studies, Curriculum and
Faculty Enrichment.*
(705) 759-2554, Ext. 2737

I. COURSE DESCRIPTION:

The restaurant, hotel and resort industry requires first-level supervisors who have the potential to satisfy the needs of a demanding industry. This course meets one of the greatest needs, a supervisor who possesses the skills to train people. Training is critical to any business but particularly the restaurant, hotel and resort environment because of its fluctuating staff requirements. This course will provide students with the opportunity to develop training skills that will add to their professional portfolio and also increase awareness of the importance of training in the hospitality industry.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Demonstrate an understanding of the principles of adult education.

Potential Elements of the Performance:

- Complete an assessment of your own learning style
- Identify and explain the 10 principles of adult learning

This learning outcome will constitute approximately 5% of the final mark.

2. Identify and explain the format for a standard training module.

Potential Elements of the Performance:

- Explain the importance of determining the learning outcomes for the training module through completion of a needs analysis and topic analysis
- Discuss the importance of sequencing topics and resource material
- Explain the role of the trainer (facilitator)
- Identify and explain the standard teaching strategies; lecture, group discussions, individual exercises, demonstrations, questions and answers, circle response, role plays, simulation, case studies, presentations, icebreakers, brainstorming, guest speakers and field trips
- Identify methods of encouraging participation
- Outline the methods used to evaluate the training session

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

3. Develop a training module for a specific area of food and beverage operations.

Potential Elements of the Performance:

- Select a specific training topics
- Follow the standardized training format
- Develop a training module on the chosen topic using your knowledge of curriculum development and delivery
- Use a questionnaire to capture student feedback

This learning outcome will constitute approximately 40% of the final mark.

4. Plan, organize and run a small training workshop.

Potential Elements of the Performance:

- Determine the date, time and room for the training session
- Prepare training material for your participants
- Set up your training room in advance
- Run your training workshop
- Have each student complete the peer evaluation form in order to evaluate the workshop from a trainee perspective
- Conduct a post-meeting review to evaluate the success of the training workshop
- Complete a self evaluation form

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

5. Apply training principles in the planning, organizing and operation of Willow Teaching Restaurant.

Potential Elements of the Performance:

- Participate in the development of job descriptions and task lists for the hospitality industry
- Create and revise training content in the Teaching Restaurant's Procedures Manual

6. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the resort 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:

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.

- Principles of adult education
- Organization, planning and presentation skills
- Public speaking and facilitation
- Training module formats
- Occupation-specific training modules
- Conducting a training workshop
- Methods of evaluation

V. EVALUATION PROCESS/GRADING SYSTEM:

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% 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

Tests	20%
Projects/Training Modules/Assignments	60%
Student Professionalism (Attendance, participation, dress code)	20%
Total	100%

If a faculty member determines that a student is at risk of not being academically successful, the faculty member may confidentially provide that student's name to Student Services in an effort to help with the student's success. Students wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member

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.

VII. Course Outline Addendum

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.