



**I. COURSE DESCRIPTION:**

This course will allow the student to function in a supervisory and management capacity in food and beverage operations. The student will be expected to work within a **team** environment to create new systems and processes as well as enhance existing systems and processes. Students will have the opportunity to rotate through management positions in the Northern Ontario Hospitality and Tourism Institute (N.O.H.T.I.), Gallery and banquet room and learn to successfully manage with minimal supervision. Students will also continue to develop their interpersonal, problem-solving, communication and critical thinking skills as they meet the challenges presented in a work-based model closely resembling that of the private sector hospitality industry.

**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
- Begin to apply leadership and supervisory techniques in hospitality settings
- Comply with current employment and human rights legislation
- Define the manager's role in providing hospitality
- Assist in planning, organizing, staffing, co-ordinating, directing and controlling a food and beverage (F & B) operation
- Evaluate service staff performance
- Evaluate own management performance

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

2. Perform effectively as an accommodation operations team member.

Potential Elements of the Performance:

- Respond to guests and coworkers requests and concerns in a positive and timely manner

- Apply knowledge of the organization of an accommodation facility including the guest service department
- Interact appropriately with coworkers to anticipate and effectively respond to guest needs
- Begin to schedule staff debriefing meetings during the opening and closing of the food and beverage operation
- Supervise correct dining room set up
- Assist in the training of formal dining room and beverage service
- Assist in the training on the point-of-sale system
- Liaise with the chef to verify menu content and presentation
- Begin to assist to monitor, call and reconfirm all reservations

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

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

Potential Elements of the Performance:

- Supervise the set up and maintenance of organized work stations
- Supervise the preparation and presentation of beverages
- Maintain bar inventory and organize bar equipment and supplies
- Manage the ordering, receiving and stocking of supplies from kitchen, liquor room and store room
- Supervise the selection and use of correct tools, equipment, supplies and techniques for food and beverage preparation and service
- Supervise the recording, retrieval, serving and clearing of guest orders and complete follow-up service including processing guest checks
- Participate effectively in the planning and provision of services for special events
- Assist timely and competent food and beverage preparation and service by applying team and leadership skills
- Comply with legislation governing alcohol service (Smart Serve Program)
- Implement and maintain health and safety regulations and sanitation codes related to food and beverage preparation and service

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

4. 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 coworkers
- 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.

5. 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 using effective personal techniques, up selling techniques, and sales call skills
- 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.

6. 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 health and safety regulations and sanitation codes

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

7. 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 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 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.

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

their management knowledge, skills and values in Food and Beverage Supervision II (HMG 212).

### III. TOPICS:

1. Teamwork skills
2. Manager's role
3. Manager's duties and responsibilities
4. Health, safety and other regulations
5. Marketing efforts

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

The Gallery Management Procedures Manual

### 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:**

<b>Attendance, dress code</b>	<b>20%</b>
<b>Management duties and responsibilities</b>	<b><u>80%</u></b>
	<b>100%</b>

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.**

**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.