

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 the Dean, School of Community Services and Interdisciplinary Studies

(705) 759-2554, Ext. 2603

I. COURSE DESCRIPTION:

This course will provide first-year CICE students in the area of hospitality with practical training as staff members in a fully operational dining room. Students will have the opportunity to rotate through various food and beverage and front desk positions in the Northern Ontario Hospitality and Tourism Institute. Students will develop their skills and knowledge of the workings of food and beverage operations at a basic level, through practical applications of “front end” service. In addition, these 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. CICE students in this area will be guided by an Educational Assistant where necessary.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will demonstrate a basic 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~~ Work towards establishing 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 and 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 a basic 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 on-going personal professional development strategies and plans to enhance leadership and management skills for in the hospitality environment.

Potential Elements of the Performance:

- ~~solicit and~~ use constructive feedback in the evaluation of her/his knowledge and skills
- identify ~~various~~ some 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 Sault College Teaching Restaurant - 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 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.

- **Addendum:**

Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor

VII. Course Outline Addendum

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.

Accessibility 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 Accessibility Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:

The College considers ***Desire2Learn (D2L)*** 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 this Learning Management System (LMS) communication tool.

Academic Dishonesty:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. 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.

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) as of the first week of November (fall semester courses), first week of March (winter semester courses) or first week of June (summer semester courses) will be removed from placement and clinical activities due to liability issues. 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.

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>.

Recording 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.

CICE Modifications:**Preparation and Participation**

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

A. Tests may be modified in the following ways:

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

B. Tests will be written in CICE office with assistance from a Learning Specialist.***The Learning Specialist may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.

C. Assignments may be modified in the following ways:

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

The Learning Specialist may:

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

D. Evaluation:

Is reflective of modified learning outcomes.