

I. COURSE DESCRIPTION:

This course will provide CICE students with practical training to assist managers in a fully operational dining room and kitchen. The students will apply and develop their knowledge, skills and values in all four of the management functions; planning & organizing. Students will have the opportunity to rotate through various positions in the Sault College Hospitality Centre's Willow Teaching Restaurant. 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 (F&B) operation. Specifically, students will apply and develop the aforementioned knowledge and skills in special events, private functions and the Sault College Willow Teaching Restaurant.

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 the basic 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
- Comply with current employment and human rights legislation
- Assist in the planning, organizing, leading in private functions and a la carte nights
- Assist in the supervision of correct dining room and kitchen set up
- Assist in the orientating and training of formal dining room and F&B service
- Assist in the orientation and training on the point of sale system
- Communicate with chef to verify menu content and presentation
- Confirm guest covers

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
- Ensure quality service by adhering to house policies and standards related to service
- Apply the principles of customer service in hospitality settings

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

3. 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

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

4. Apply computer skills to support the performance of a variety of functions in the hospitality industry.

Potential Elements of the Performance:

- Input customer order into point of sales system and generate guest requests

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

5. 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

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

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

Potential Elements of the Performance:

- Assist in the supervision the set up and maintenance of organized work stations
- Assist in the supervision the preparation and presentation of food and beverages
- Maintain food and bar inventory and organize equipment and supplies
- Manage the ordering, receiving and stocking of supplies from the kitchen, liquor room and store room
- Assist in the supervision the selection and use of correct tools, equipment, supplies and techniques for food and beverage preparation and service
- Assist in the supervision preparatory production, service production and restaurant shut down
- Assist in the supervision the recording, retrieval, serving and clearing of guest orders and complete follow-up service including the processing of guest checks
- Assist timely and competent food and beverage preparation and service by applying team and leadership skills
- Implement and maintain health and safety regulations and sanitation codes related to food and beverage preparation and service

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

7. Develop on-going 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
- Recognize the importance of the relationship between the front and back of the house team

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. Four management functions in conjunction with the kitchen, dining room and bar operation (planning & organizing)
2. Correct formal restaurant set up
3. Correct formal restaurant service
4. Correct formal restaurant shut down
3. Correct formal dining room etiquette
4. Four main types of service
5. Customer satisfaction
6. Manage order-taking, timely food production and maintain service
7. Suggestive selling and up selling techniques
8. Food and beverage operation terminology
9. Review safety, health and sanitation regulations
10. Review operation of point-of-sale system (Silverware System)

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Willow Teaching Restaurant Management Procedures Manual

V. EVALUATION PROCESS/GRADING SYSTEM:

Attendance, dress code	20 %
Duties and responsibilities	80 %
	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.

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.

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.

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.