

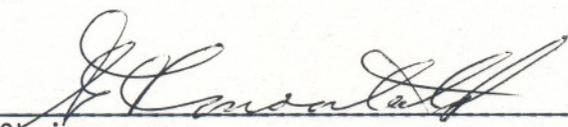
SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: FUNCTION ORGANIZATION
Code No.: FDS 214-4
Program: HOTEL & RESTAURANT MANAGEMENT II
Semester: _____
Date: SEPTEMBER 1983
Author: KEITH MAIDENS, MCHI

New: _____ Revision: X

APPROVED:


Chairperson

83.07.29
Date

HOTEL & RESTAURANT MANAGEMENT 1
FUNCTION ORGANIZATION

Course Name

FDS 214-4

Course Number

HOURS:

4 Weekly *

* 3 hours practical in Gallery

TEXT:

Hospitality for Sale - Coffman- AH and MA Educational Institute

REFERENCE MATERIALS:

(Available in Library or through College Instructor)

Marketing for a Full House - Coffman

Professional Restaurant Service - Harris

Waiter & Waitress Training Manual - Dahmer & Kahl

Film Banquet Service - Industry Sales Samples

OBJECTIVE:

Having completed this course, the student will be able to:

- identify the organizational needs of a catering dept.,
- identify the hardware needed to a successful catering department,
- personally sell a function with food and beverage service and a non-catering function,
- properly set-up for various types of functions,
- properly staff for a catering function in at least 3 types of service,
- design advertising tools for promotional of catering department,
- make proper use of publicity and public relations, (and know the difference)

TOPICS TO BE COVERED:

OFFICE SET UP:

- 1) Function Sheets
- 2) Reservations and Deposits
- 3) Contracts

SALES TOOLS:

- 1) Room Specs
- 2) Menu Selections
- 3) Equipment Inventory

FUNCTION ORGANIZATION:

- 1) Weekly Schedules
- 2) Departmental Responsibilities
- 3) Schedule Service Staff
- 4) Delegation of Responsibilities

ROOM ARRANGEMENTS:

- 1) Identifying the type of function to co-ordinate the proper room set-up -- whether it be for food service or meeting purposes
- 2) Use of Themes

ACCOUNTABILITY:

- 1) Kitchen
- 2) Guests
- 3) Accounting Department

FOLLOW UP:

- 1) Files & Records
- 2) Repeat Business
- 3) Letters and Cards

CLASS ATTENDANCE:

As the core of the application of this knowledge and skill will be demonstrated in the weekly management of the Gallery, your presence and handling of these arrangements will determine the quality of success you attain.

Semester IV - Sales - for Banquet

EVALUATION:

Gallery management functions evaluated daily as they relate to the assigned duties.

Development of a banquet sales tool, including menus and possible contacts for Semester IV activities.

Due for print prior to December 16, 1983.

Class assignments and cases submitted on due dates.

Class Participation:	10%
Class Assignments:	30%
Banquet Menu Project:	30%
Gallery Management:	30%

Passing Mark:	60%
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All assignments are due on date specified. Late hand-ins will not be marked. Only in those cases of sickness or other major circumstances will marking be considered.

AVAILABILITY:

Please feel free to contact me in ROOM E268 or EXT. 332. Check my timetable for available periods.