

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: FOOD SERVICE

Code No.: FDS 116-4

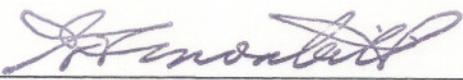
Program: HOTEL & RESTAURANT MANAGEMENT I

Semester: ONE

Date: SEPTEMBER 1989

Author: K. SIEBERTZ

New: _____ Revision: X

APPROVED: 
Chairperson

Sept '89
Date

TEXT REQUIRED:

The Professional Host - Food Service Editors of CBI

REFERENCES:

- National Restaurant Association Training Videos
- Student Manual
- Food and Beverage Service - D.R. Lillicrap
- Quality Service - The Restaurant Manager's Bible by W.B. Martin

MODULE 1: This module will discuss:

- Historical Profile of Hospitality
- Dining Room Organization
- Safety and Sanitation
- Types of Food Service

Objectives: When this module is completed, the student should be aware of:

- the evolution process in the Hospitality Industry as it relates to current standards

The student will identify:

- the organizational structure and job descriptions of a restaurant, both "Front of the House" and "Back of the House", as well as personal characteristics essential for a professional host.

The student will be aware of:

- the necessity of Safety and Sanitation in the restaurant as it relates to body mechanics, fire safety, emergencies, personal hygiene and sanitation.

The student will identify:

- the different types of food service operations from Fast Food outlets to grand restaurants and their menu requirements.
- the composition of the meal as well as the menu

MODULE 2: This module gives an overview of the preparations necessary prior to opening for service of a Dining Room or Restaurant.

- understand the term "mise en place" as it relates to organization and completion of all duties and tasks required prior to guest arrival
- select and use proper linen as designated by type of function
- identify various types of serviceware
- set a table for luncheon service
- identify the needs for personal "mise en place" as it relates to personal preparedness for service

MODULE 3: This module will discuss serving the guest in a Dining Room or Restaurant

Objectives: After completion of this module, the student will be able to:

- know the different types of service offered in the Industry
- know the rules for correct service
- perform correct service starting with greeting through to departure
- know how to deal with difficult customers and complaints in a professional manner
- know the correct way of loading, lifting and carrying a tray

MODULE 4: This module deals with Beverage Service

Objectives: After completion of this module, the student will be able to:

- differentiate between: infused, fermented and distilled beverages
- know the difference between: table or still sparkling, fortified and aromatic wines
- know how to properly store wine
- identify, suggest and serve different kinds of wine in a professional manner

MODULE 4: Objectives (cont'd):

- identify, suggest and serve distilled spirits
- identify and serve beer
- perform coffee and tea service

REFERENCE SUMMARY:

Module 1 - Chapters 1 - 4

Module 2 - Chapter 5

Module 3 - Chapter 6

Module 4 - Chapter 7

ATTENDANCE:

Failure to attend a theory class, lab or staff meeting will result in the student receiving an "I" grade and forfeit their right to Gallery work until she/he demonstrates knowledge of activities to the satisfaction of the Gallery instructor.

Three "I" grades in a semester will result in an "R" grade.

- 1) Personal appearance, practical skills in serving and sales ability in the Gallery operation are monitored.
- 2) Periodic assignments and two tests in Theory will be given.
- 3) All assignments must be handed in on due dates in order to be corrected and marks assigned.
 - a) Gallery Performance and Sales as indicated by evaluation form and sales objectives as ~~set by instructors~~ - 40%
 - b) Term Practical and Theoretical Tests - 40%
 - c) Submission of 2 sections (Sanitation and Safety, and Mixology) of Standard Manual as outlined on requested dates - 20%

PASS - 60%

4. Failure to attend a scheduled lab or theory class will result in an "I" mark. Three labs or theories missed in a semester automatically results in an "R" and the student will be relieved of his/her Gallery responsibilities.

A daily evaluation sheet on appearance, attitude, and skill is done for Gallery work. A daily record of sales per person is also maintained. ~~Non-attendance naturally forfeits any possible marks.~~

There will be no extension of due date for Standard Manual. Only in the event of sickness or other major circumstances will extension be ~~considered.~~

AVAILABILITY:

Please feel free to contact me in Room B1173, extension 437. Check my timetable for available periods.

**OPERATIONS MANUAL
PHASE 1**

Presentation - Appropriate Binder

- 1) Indexed
- 2) Dividers
- 3) Language - Spelling
- 4) Graphics

1) Safety and Sanitation

- 1) Personal hygiene
- 2) Use of machines and equipment
 - a) Kitchen
 - b) Dining Room
- 3) Care in food handling
 - a) Kitchen
 - b) Dining Room

Due Date: FRIDAY, NOVEMBER 17, 1989

2) MIXOLOGY

- 1) Liquor control licence and applications
- 2) Responsible service standards
- 3) Pre-opening duties - Bar set up and inventory
- 4) Basic standard recipes
- 5) Squirrel/other system of controls
- 6) Closing duties

MISCELLANEOUS:

DUE DATE: FRIDAY, DECEMBER 1, 1989