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

COURSE OUTLINE

Course Outline: FOOD SERVICE I

Code No.: FDS102

Program: CHEF TRAINING AND CHEF TRAINING APPRENTICES

Semester: ONE

Date: SEPTEMBER, 1992

Previous Outline Dated: SEPTEMBER, 1991

Author: KIM SIEBERTZ

New: _____ Revision: X

APPROVED: *[Signature]*
Dean, Business & Hospitality

92-07-03
Date
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TEXT: "Waiter/Waitress Training Manual", CBI Publishing Company
"Student Manual"

MODULE I: This module will discuss:

- qualifications and personal hygiene
- organizational structure and team work
- service types - their advantages and disadvantages

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

- identify positive qualifications essential for the Hospitality Industry
- identify the necessity and maintain high standards of personal appearance
- identify the organizational structure of a restaurant as it relates to the "front of the house" and the "back of the house"
- work as a "team member"
- know different types of service, their advantages and disadvantages, and their needs as it relates to menus.

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

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

- perform side work as it relates to completion and tasks required prior to guest arrival
- set tables for luncheon service
- identify various types of serviceware
- identify the need of menu knowledge as it relates to product and suggestive selling
- perform closing tasks after completion of service

MODULE III: This module gives an overview of the initiation of the service.

Objectives: Upon completion of this module, the student will be able to understand the performance of:

- greeting, seating the customers
- approaching customer as it relates to order taking, answering questions
- cooperating with kitchen as it relates to ordering and picking up food items

MODULE IV: This module deals with serving the guests in a Restaurant or Dining Room.

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

- know the correct rules of service
- perform correct service starting with the greeting through to the departure
- identify the need for suggestive selling
- know how to deal with difficult and "special" guests

REFERENCE SUMMARY:

Module I - Chapters 1 and 2
Module II - Chapter 3
Module III - Chapter 4
Module IV - Chapter 5

ATTENDANCE:

Theory I class instructs skills used in practical Gallery Lab operations. Failure to attend theory or lab classes prevents a student from a grade mark for those functions.

EVALUATION

1. Personal appearance (as outlined in Student Manual), practical skills in serving and sales ability in the Gallery preparations are monitored.
2. Periodic assignments and two tests in Theory will be given.
3. Class Assignments or tests 40%

 Advertising, Gallery Sales, 40%
 and Service Skills

 Attendance, Participation and
 Personal Appearance 20%

PASS: 60%

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

Each student will be evaluated for every Gallery function on appearance, attitude, communication (between fellow students and customers) and skills. Non-attendance naturally forfeits any possible mark.

AVAILABILITY:

Please feel free to contact me in Room L140, extension 437 should you have any difficulties or need to upgrade your marks. Consult my timetable for availability.

ADDITIONAL INFORMATION:

If there is any student in this class who has need for test-taking or notetaking accommodation, please feel free to come and discuss this with me.