



**I. COURSE DESCRIPTION:**

This course will provide students with the opportunity to develop their managerial knowledge and skills. Students will gain an understanding of the menu planning process and apply mathematical skills to make accurate calculations. Students will also study the procurement process and its importance to the success of a business. Chefs and Food and Beverage (F&B) managers are also largely responsible for the hiring, training, development and discipline of the kitchen and front-of-the-house staff. Upon completion of this course, students will better understand how to manage human resources. Students will be able to apply their knowledge from this course in the operation of Willow Teaching Restaurant.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the student will demonstrate the ability to:

**1. *Provide an overview of culinary and hospitality industry.***Potential Elements of the Performance:

- Briefly discuss the development of the hospitality industry
- List and explain the partie system
- Describe the role of the chef and food and beverage manager
- Explain the role of cook within the departments
- Explain the role of the food service sector within the tourism industry

**2. *Demonstrate a working knowledge of basic human resource concepts.***Potential Elements of the Performance:

- Describe a job description, the performance review, the evaluation process and the role of discipline
- Describe and apply principles of group dynamics to teamwork and teambuilding
- Identify factors that affect work performance and explain the labour control process
- Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment

3. ***Demonstrate a working knowledge of elementary menu planning and marketing.***

Potential Elements of the Performance:

- Develop, implement and evaluate marketing objectives and a basic marketing plan for a food service operation including:
  - Location, competition, situation analysis, needs analysis, demographics, prices and costs, advertising and sales plan, promotions, theme
- Describe static, cycle, à la carte and table d'hôte menus and uses of each
- Explain the importance of the clientele in planning the menu
- Discuss various aspects of menu balance and design including:
  - flavour, texture, colour, cooking methods, nutritional considerations, seasonality of foods, consumer trends, application of print technology, strategic formatting and graphics
- Develop menus using industry terminology

4. ***Demonstrate a working knowledge of the principles of table service.***

Potential Elements of the Performance:

- Describe different types of service:
  - French, Russian, English, Plate, Buffet, Banquet, Room Service, fast food and take out (quick service)

5. ***Describe menu items.***

Potential Elements of the Performance:

- Understand the standards to accurately describe menu items and accompaniments required for each menu item
- Identify the components of a standard place setting
- Explain the potential dangers to customers caused by allergic reactions to ingredients and how to employ established risk-reduction strategies

6. ***Perform basic numeric operations.***

Potential Elements of the Performance:

- Change common fractions to higher or lower terms
- Calculate the lowest common denominator

- Perform addition, subtraction, multiplication and division using all forms of common fractions
- Calculate decimal fractions to common fractions and perform addition, subtractions, multiplication, division functions (rounding to the nearest cent)
- Change percentages to common fractions or decimal fractions
- Round, add, subtract, multiply and divide whole numbers, decimals, mixed numbers and fractions
- Write a decimal and fraction as a percentage and vice versa

7. ***Describe the relationship of Fahrenheit to Celsius temperatures as applied to recipes.***

Potential Elements of the Performance:

- Explain the three standards of measurement: metric, imperial and American
- Demonstrate the principles of conversion

8. ***Describe the basic principles and concepts of cost controls, yield factors, recipe pre-cost, and pricing.***

Potential Elements of the Performance:

- Explain the main principles of cost control
- Describe yield factors
- Demonstrate knowledge of recipe costing
- Explain different approaches to menu pricing

9. ***Demonstrate an understanding of purchase specifications.***

Potential Elements of the Performance:

- Explain standard purchase specifications related to meat, fish, poultry, produce and dairy products

10. ***Demonstrate a working knowledge of the purchasing process.***

Potential Elements of the Performance:

- Describe basic functions of purchasing, receiving, storage, issuing, requisitioning, monitoring and controlling inventory
- Discuss the responsibility of purchasing ethically
- Discuss principles and procedures important in controlling the purchasing and receiving of products
- Recognize the need to incorporate quality requirements in

purchasing and receiving activities

11. ***Demonstrate a working knowledge of plant engineering and security.***

Potential Elements of the Performance:

- Recommend tools, equipment and supplies required to maintain kitchen facilities
- Describe the principle of preventative maintenance

12. ***Identify and reason key elements of ethical thoughts.***

Potential Elements of the Performance:

- Recognize the importance of good food and beverage service
- Maintain required records (lists, check-off sheets, physical inventories and purchases)
- Describe menu selection appropriate to specific healthy lifestyles
- Outline menu planning principles to achieve departmental financial objectives
- Recognize and promote equality and diversity in the workplace
- Apply interpersonal skills in dealing with customers and co-workers
- Explain strategies to manage personal stress

**III. TOPICS:**

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. Kitchen brigade system
2. Culinary and hospitality history
3. Principles of table service
4. Demographics
5. Recognizing restaurant capabilities and staffing capabilities
6. Costs within the food and beverage sector
7. Markup methods
8. Menu analysis, content and layout
9. Truth in menus
10. Understanding the need for different menus, in different food service operations
11. The menu as a management tool
12. Assorted math activities
13. The procurement process
14. Basic principles of human resources
15. Plant engineering in the kitchen

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Drysdale, J., P. Kerr, Profitable Menu Planning. Prentice-Hall Canada Inc., Scarborough, Ontario, 2000.

Binder for menu planning project and calculator

**V. EVALUATION PROCESS/GRADING SYSTEM:**

Theory Testing (4 tests, 7.5% each)	30%
Application Exercises	40%
Classroom Attendance/Participation/Professionalism	10%
<u>Final Assessment</u>	<u>20%</u>
Total	100%

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 placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
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.

**VII. COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.