

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

COURSE OUTLINE

COURSE TITLE: FOOD SERVICE II

CODE NO.: FDS202 SEMESTER: TWO

PROGRAM: CHEF TRAINING & CHEF TRAINING APPRENTICES

AUTHOR: KIM SIEBERTZ

DATE: JANUARY, 1991

PREVIOUS OUTLINE DATED: JANUARY, 1990

New: _____ Revision: X _____

APPROVED: 
DEAN, SCHOOL OF BUSINESS &
HOSPITALITY


DATE

TEXT: "Waiter/Waitress Training Manual", CBI Publishing Company
"Student Manual"

OBJECTIVES:

Based on the 4 Modules from Semester I, the successful student will obtain practical skill to:

- assign and supervise preopening and closing responsibilities
- greet and seat customers, aid in departure
- supervise staff during American and Buffet service
- identify the importance of diplomacy in handling customer complaints
- recognize proper use of colours in plate presentation
- use proper controls, assuring profit in operation
- understand the importance of kitchen-dining room relationship

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, practical skills in serving, sales ability, and supervision of staff, 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 and Service Skills 40%
- Attendance, Participation and Personal Appearance 20%

PASS: 60%

FOOD SERVICE II

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. A daily record of sales per person is also maintained. Non-attendance naturally forfeits any possible mark.

AVAILABILITY:

Please feel free to contact me in **ROOM B113, 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.