

I. COURSE DESCRIPTION:

This course will provide second-year hospitality students with practical training as managers in a fully operational dining room. The students will apply and develop their knowledge, skills and values in all of the management functions; planning, organizing, co-ordinating, staffing, directing, controlling and evaluating. Students will have the opportunity to rotate through various management positions in the Northern Ontario Hospitality and Tourism Institute's Gallery and banquet room. Further, students will continue to develop their interpersonal, problem-solving, communication, thinking and teamwork skills as they meet the challenges presented in a food and beverage operation. Specifically, students will apply and develop the aforementioned knowledge and skills during theme nights, private functions and a la carte nights in the food and beverage operation known as the Gallery and banquet room.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Apply human resources and leadership knowledge and skills to enhance performance as an employee and team member, and to contribute to the management of a hospitality enterprise.

Potential Elements of the Performance:

- Work with minimal supervision
- Apply leadership and supervisory techniques in hospitality settings
- Comply with current employment and human rights legislation
- Define the manager's role in providing hospitality
- Plan, organize, staff, co-ordinate, direct, and control a food and beverage operation (theme nights, private functions and a la carte nights)
- Evaluate service staff performance
- Evaluate own management performance
- Schedule staff meetings prior to the opening of the food and beverage operation
- Supervise correct dining room set up
- Assist in the orientating and training of formal dining room and beverage service

- Assist in the orientating and training on the point-of-sale system
- Liaison with chef to verify menu content and presentation
- Monitor, call, and reconfirm all reservations

This learning outcome will constitute approximately 15% of the final mark.

2. Ensure a high degree of customer satisfaction by providing hospitality services in a professional manner.

Potential Elements of the Performance:

- Use correct business etiquette and protocol
- Comply with policies related to ethical behaviour and codes of conduct
- Employ effective interpersonal skills in dealing with customers and co-workers
- Adhere to professional standards of dress, hygiene, and grooming
- Establish and maintain a rapport with the customer and respond in a positive and timely manner to customer complaints, adapting service to meet customer needs and expectations
- Monitor guest behaviour and apply strategies for handling disruptive or inappropriate behaviour
- Ensure quality service by adhering to house policies and standards related to service, by monitoring service quality, and by making recommendations for improving service
- Apply the principles of customer service in hospitality settings

This learning outcome will constitute approximately 15% of the final mark.

3. Contribute to marketing effectiveness to promote successful operation of a hospitality enterprise.

Potential Elements of the Performance:

- Apply the principles of selling to hospitality situations, including using effective personal selling techniques, up selling, and making sales calls
- Assist in the development of effective advertising and promotion strategies, including the use of public relations and the media
- Perform advertising duties in menu design, production and promotion

This learning outcome will constitute approximately 15% of the final mark

4. Support the provision of healthy, safe, and well-maintained hospitality environments.

Potential Elements of the Performance:

- Prepare and/or monitor documentation such as schedules, reports, contracts, and checklists, required for the provision and maintenance of hospitality services and facilities
- Act in accordance with legislation governing safety and security in the workplace
- Follow safety regulations and health and sanitation codes

This learning outcome will constitute approximately 15% of the final mark

5. Apply computer skills to support the performance of a variety of functions in the hospitality industry.

Potential Elements of the Performance:

- Adapt to various and changing technologies, systems, and computer
- applications for the hospitality industry
- Prepare correspondence, reports, and other print documents for hospitality
- situations using appropriate software
- Apply computer concepts to hospitality applications using manuals and aids
- related to a specific software program

This learning outcome will constitute approximately 15% of the final mark

6. Perform effectively as an accommodation operations team member.

Potential Elements of the Performance:

- Respond to guests and co-workers requests and concerns in a positive and timely manner
- Apply knowledge of the organization of an accommodation facility, including guest service departments, to interact appropriately with co-workers and to anticipate and effectively respond to guest needs
- Use knowledge of guest service departments and policies to enhance front office job performance

This learning outcome will constitute approximately 10% of the final mark

7. Perform effectively as a member of a food and beverage preparation and service team.

Potential Elements of the Performance:

- Set up and maintain an organized work station
- Prepare and present alcoholic beverages including mixed drinks
- Maintain bar inventory and organize bar equipment and supplies
- Order, receive and stock supplies from the kitchen, liquor room and central stores
- Select and use correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- Take, record, retrieve, serve, and clear orders for food and beverage, and complete follow-up service including processing guest cheques
- Participate effectively in the planning and provision of services for special events (theme nights and private functions)
- Assist timely and competent food and beverage preparation and service by applying team and leadership skills
- Comply with legislation governing alcohol service and complete the requirements of the Smart Serve Program
- Implement safety regulations and health and sanitation codes related to food
- and beverage preparation and service

This learning outcome will constitute approximately 10% of the final mark

8. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

Potential Elements of the Performance:

- Solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- Identify various methods of increasing professional knowledge and skills
- Apply principles of time management and meet deadlines
- Recognize the importance of the guest, the server-guest relationship, and the

- principles of good service
This learning outcome will constitute approximately 5% of the final mark
- Note, students will be expected to achieve basic management knowledge, skills and values.

III. TOPICS:

1. Seven management functions in conjunction with the dining room and bar operation (planning, organizing, co-ordinating, staffing, directing, controlling and evaluating)
2. Correct formal dining room set up
3. Correct formal dining room etiquette
4. Four main types of service
6. Proper wine handling, sale and service
7. Correct beverage service
8. Standard opening and closing duties
9. Customer satisfaction
10. Order-taking and maintaining service
11. Suggestive selling techniques, up selling, making sales calls
12. Responsible service of alcohol
13. Manager's role
14. Food and beverage operation terminology
15. Review safety, health and sanitation regulations
16. Review operation of point-of-sale system (Silverware System)
17. Review methods of evaluation for managers and staff
18. Verify staffing schedules on a weekly basis
19. Telephone skills and reservations

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

The Gallery Management Procedures Manual, revised 2005

V. EVALUATION PROCESS/GRADING SYSTEM:

Attendance, dress code	20 %
Management duties and responsibilities	50 %
Theme Night	<u>30 %</u>
	100%

Please note:

- Please see lab evaluation sheet for specific breakdown of daily grading process
- Attendance in all dining room labs, theory classes, demonstrations and meetings is mandatory. Failure to attend will result in an **F** grade and removal of the student from the course.
- **Students are required to participate in all College functions in order to fulfill their obligations in this course.**
- **NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.**

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 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 it in. No extension will be given unless a valid reason is provided in advance.

All staff evaluation forms are due at the end of each lab and must be 100% complete. Further, all forms must be collected by the Gallery manager and handed in to the Instructor on a daily basis.

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 /clinical	

U	placement or non-graded subject area. Unsatisfactory achievement in field/clinical placement or non-graded subject area.
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.

VI. SPECIAL NOTES:

Dress Code:

All students are required to wear their uniform while in the Hospitality and Tourism Institute, both in and out of the classroom.

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of "academic dishonesty" in *Student Rights and Responsibilities*. Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.