

I. COURSE DESCRIPTION:

This course will provide first-year hospitality students with practical training as staff members in a fully operational dining room. Students will have the opportunity to rotate through various food and beverage and front desk positions in the Northern Ontario Hospitality and Tourism Institute. Students will develop their skills and knowledge of the workings of food and beverage operations through practical applications of “front end” service. In addition, hospitality students can develop their interpersonal, problem-solving, communication, thinking and teamwork skills as they meet the challenges of providing consistent quality of service and ensure customer satisfaction. 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. 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
- 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

2. Apply knowledge of formal food and beverage service techniques.
Potential Elements of the Performance:
 - demonstrate knowledge of wine; storing, selecting, handling, opening and serving
 - perform coffee and tea service
 - process guest cheques manually and by using an automated point-of-sale system (Silverware system)
 - book reservations
 - employ suggestive selling and up selling techniques

3. 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 (wine and beer)
 - maintain bar inventory and organize bar equipment and supplies
 - 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
 - complete follow-up service including the processing of guest cheques
 - 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

4. Support the provision of healthy, safe, and well-maintained hospitality environments.
Potential Elements of the Performance:
 - act in accordance with legislation governing safety and security in the workplace
 - follow safety regulations and health and sanitation codes

5. 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

III. TOPICS:

Note: 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. Correct formal dining room set up and service
2. Correct formal dining room etiquette
3. Four main types of service
4. Proper wine selection, handling, sale and service
5. Correct coffee and tea service
6. Correct beverage selection and service
7. Standard opening and closing duties
8. Customer satisfaction
9. Order-taking and maintaining service
10. Suggestive selling techniques, and up selling
11. Responsible service of alcohol (Smart Serve)
12. Guest-check creation and settlement
13. Review safety, health and sanitation regulations
14. Review operation of point-of-sale system (Silverware System)
15. Review methods of evaluation for managers and staff
16. Food and beverage operation terminology
17. Inventory requisition
18. Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS

The Gallery Management Procedures Manual

V. EVALUATION PROCESS/GRADING SYSTEM:

Attendance, dress code	20%
Performance	<u>80%</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.**

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.

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 placement or non-graded subject area.	
U	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.