



## I. COURSE DESCRIPTION:

This course will provide second-year culinary students with practical training as managers in a fully operational restaurant kitchen. The students will apply and develop their knowledge, skills and values in all four of the management functions; planning, organizing, leading, and controlling. Students will have the opportunity to work in kitchen management positions within Willow Teaching Restaurant. 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 (F&B) operation.

## 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
- Supervise correct kitchen set up
- Assist in the orientating and training of formal food and beverage service
- Liaison with the chef to verify menu content and presentation
- Confirm guest covers and determine food quantities

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 co-workers and customers
- Adhere to professional standards of dress, hygiene, and grooming
- Respond in a positive and timely manner to customer complaints, adapting product to meet customer needs and expectations
- Apply the principles of customer service in hospitality settings

3. 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

4. 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

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

Potential Elements of the Performance:

- Supervise the set up and maintenance of organized work stations
- Supervise the preparation and presentation of food and beverages
- Maintain food inventory and organize equipment and supplies
- Supervise the selection and use of correct tools, equipment, supplies and techniques for food preparation and service
- Supervise preparatory production, service production and restaurant shut down
- Assist timely and competent food preparation and service by applying team and leadership skills
- Implement and maintain health and safety regulations and sanitation codes related to food and beverage preparation and service

6. Develop on-going 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 his/her 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
- Recognize the importance of the relationship between the front and back of the house team

**III. TOPICS:**

1. Four management functions in conjunction with the kitchen (planning, organizing, leading, and controlling)
2. Correct procedure for kitchen set up
3. Correct procedure for kitchen shut down
4. Managing a work station within the kitchen
5. Customer satisfaction
6. Manage order-taking, timely food production and service
7. Suggestive selling and up selling techniques
8. Manager's role in food and beverage operations
9. Review safety, health and sanitation regulations

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

Please refer to textbooks used in other core subjects.

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

<b>Lab</b>	<b>70%</b>
<b>Feature Menus</b>	<b><u>30 %</u></b>
	<b>100%</b>

Please see Feature Menu evaluation sheet for specific breakdown of grading process

Students will be **graded in the labs** as follows:

<b>Performance</b>		<b>80 %</b>
Professionalism & Appearance	15pt	
- Arrival		
- Uniform		
- Grooming		
- Professional Etiquette		
- Deportment		
Sanitation & Safety	25pt	
- Personal		
- Work environment		
- Organization of work area & supervision of co-workers areas		
- Product management		
- Safe handling, operation, cleaning & sanitizing of tools		
Method of Work	40pt	
- Application & supervision of theory		
- Application & supervision of culinary methods & techniques		
- Work rhythm (pace)		
- Ability to correct errors		
- Product & station organization		
- Operation, care & supervision of equipment		
- Attention to duties		
- Decision making		
- Job flexibility		
- Accepts direction from others		
- Attitude toward others		
- Amount of supervision required		
- Reaction to frustration		
- Effectiveness under stress / adjust to and accepts changes		
- Knowledge of work		
- Quality - appearance, taste, texture, temperature		
- Quantity of work		
- Interaction with supervisor		
- Ability to learn required tasks		
- Takes initiative		
<b>Supervisory Assessments</b>		<b>15%</b>
<b>Self-Evaluations</b>		<b>5%</b>

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.

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.

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## 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.

Attendance is one of the most important components of the Lab. Therefore, **ANY student who misses more than 3 labs in one semester will be issued an "F" grade** unless extenuating circumstances occur – it is at the professor's discretion.

### **LAB Absence:**

If a student is unable to attend class for medical reasons on the date assigned, the following procedure is required:

- In the event of an emergency on the day of class, the student may require documentation to support the absence and must telephone the College to identify the absence. The college has a 24 hour electronic voice mail system (759-2554) Ext. 2588.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the class with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- With satisfactory documentation the student is responsible to make arrangements, immediately upon their return to the College to make-up the missed lab.

### Dress Code:

All students are required to wear their uniforms while in the Hospitality and Tourism Institute, both in and out of the classroom. **(Without proper uniform, classroom access will be denied)**

### 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.

## VII. COURSE OUTLINE ADDENDUM:

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