



COURSE OUTLINE

RES122

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Prepared: Peter Graf Approved: Sherri Smith

Course Code: Title	RES122: CUSTOMER SERVICE TRAINING
Program Number: Name	2078: CULINARY MANAGEMENT
Department:	CULINARY/HOSPITALITY
Semester/Term:	18W
Course Description:	This course will provide students with the critical knowledge and skills needed to deal with customers in a hospitality environment. Each student will develop their communication, interpersonal, and diplomacy skills to successfully accommodate guests and ensure customer satisfaction. A customer-focused approach will underline all aspects of this course.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
This course is a pre-requisite for:	HMG235
Vocational Learning Outcomes (VLO's): Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#9. perform effectively as a member of a food and beverage preparation and service team and contribute to the success of a food-service operation by applying self-management and interpersonal skills.</p> <p>#10. develop strategies for continuous personal and professional learning to ensure currency with and responsiveness to emerging culinary techniques, regulations, and practices in the food service industry.</p> <p>#11. contribute to the development of marketing strategies that promote the successful operation of a food service business.</p> <p>#12. contribute to the business management of a variety of food and beverage operations to foster an engaging work environment that reflects service excellence.</p>
Essential Employability Skills (EES):	<p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#4. Apply a systematic approach to solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and</p>



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the achievement of goals.
#10. Manage the use of time and other resources to complete projects.
#11. Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Attendance/Participation/Professionalism	8%
Exam 1	24%
Exam 2	24%
Exam 3	24%
Project 1	10%
Project 2	10%

Books and Required Resources:

Customer Service: Career Satisfaction by Timm
Publisher: Prentice Hall Edition: 6 or newer
ISBN: 9780133056259

Course Outcomes and Learning Objectives:

Course Outcome 1.

Discuss the role of customer service in business success.

Learning Objectives 1.

- Define customer satisfaction
- Research and discuss the importance of customer service to the overall success in the Hospitality business
- Relate the importance of customer service skills to career and personal success

Course Outcome 2.

Identify and discuss the need for customer service in the resort environment.



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Learning Objectives 2.

- Research and outline industry standard customer service skills
- Research and discuss how to create customer loyalty
- Identify and discuss how customer service contributes to the overall resort experience

Course Outcome 3.

Develop a positive and humble attitude towards the customer and employer.

Learning Objectives 3.

- Research employer customer service requirements
- Analyze and assess his/her personality and determine areas of strength and risk in order to improve overall customer service skill development

Course Outcome 4.

Apply their customer service knowledge and skills throughout their daily activities in the Northern Ontario Hospitality and Tourism Institute.

Learning Objectives 4.

- Demonstrate and practice customer service skills through faculty, peer and customer interaction
- Document, reflect and analyze prior customer service experiences

Course Outcome 5.

Continually improve their performance as customer service professionals on an ongoing basis within and beyond the classroom environment.

Learning Objectives 5.



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- Develop and implement a customer service improvement plan which will address: personal development objectives, short and long term goals, pro-active problem-solving and decision-making skills, personal attitude and behaviour, diplomacy skills, motivation, verbal and non-verbal communication skills, recovery skills, and exceeding people's expectations

Course Outcome 6.

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

Learning Objectives 6.

- 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

Course Outcome 7.

Discuss the importance of accepting and benefitting from members of diverse cultural backgrounds and beliefs.

Learning Objectives 7.

- Discuss and understand the needs of customers from a diverse cultural background
- Identify how the business can benefit from this
- Discuss and understand the needs of co-workers from a diverse cultural background
- Identify how the business and the team can benefit from this

Date:

Thursday, August 31, 2017

Please refer to the course outline addendum on the Learning Management System for further information.