

COURSE SYLLABUS



COURSE TITLE: HMG1 184- Beverage Operations

CLASS SECTION: 001

TERM: Winter 2022

COURSE CREDITS: 3 Credits

DELIVERY METHOD(S): In- person

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.
Learn more about Camosun's [Territorial Acknowledgement](#).

For COVID-19 information please visit <https://camosun.ca/about/covid-19-updates>

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.

INSTRUCTOR DETAILS

Instructor Information

(a) Instructor	Bradford Boisvert	
(b) Office hours	Monday 10-12pm Thursday 9:30-11:30	
(c) Location	D240	
(d) Phone	250- 370-3914	Alternative:
(e) E-mail address	BoisvertB@camosun.bc.ca	
(f) Instructor Website	https://online.camosun.ca/d21/home	

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

<http://camosun.ca/learn/calendar/current/web/hmgt.html#HMG1184>

This course provides students with an introduction to the critical success factors of a beverage operation. Through a combination of both theory and applied learning opportunities, students will plan and execute a series of themed functions. Key elements of food and beverage production, service, marketing and financial planning will be covered.

Prerequisites

One of:

- C in [English 12](#)
- C in [ENGL 091](#) and [ENGL 093](#)
- C in [ENGL 092](#)
- C in [ENGL 103](#)
- C in [ENGL 142](#)
- C in [ELD 092](#)
- C in [ELD 097](#)
- C in [ELD 103](#)

CALENDAR DESCRIPTION

This course provides students with an introduction to the critical success factors of a beverage operation. Through a combination of both theory and applied learning opportunities, students will plan and execute a series of themed functions. Key elements of food and beverage production, service, marketing and financial planning will be covered.

Course Content and Schedule

The first 7 weeks of this course is when we will learn the bulk of theory and skills for executing service for the remaining of the course. On Mondays in 8:30-9:50 and Thursday in Dunlop dining room from 11:30-2:30pm

Starting week 8, the class will be running a “Pub Event” on Thursdays from 12:30am to 7:00 pm (There will be a lunch break taken).

Successful completion of this course requires consistent attendance. If there are 3 absences, the student will be required to discuss their circumstances with the Department Chair.

Schedule is subject to change at the discretion of the instructor.

Intended Learning Outcomes

Upon successful completion of this course the student will be able to:

- Complete any government certifications required to work in a beverage operation.
- Demonstrate a basic level of server proficiency with a point-of-sale system.
- Perform rudimentary food & beverage planning, production and service skills for a licensed beverage operation.
- Describe the key elements of responsible marketing and merchandising of beverage products.
- Demonstrate the positive characteristics of teamwork in a hospitality environment

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

Mulligans Bar Guide; *Shawn M. Mulligan*
Available from Camosun Book Store, Chapters, Bolen Books or Amazon.

Uniform- chef coat, chef pants, chef hat, kitchen apron, black server shirt. Black Server pants, black server apron. Closed toed, black nonslip work shoe

While no formal text is required, there is a great deal of material you will be required to access for this course through Desire to Learn (D2L). This requires you to have regular access to a computer, the internet and be able to read/work with current versions of Microsoft Office documents including MSWord and MSEXcel. Electronic versions of many forms are required each week. You must ensure that your security settings in Microsoft Excel will allow you to accept Macros. This is very important.

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

184 winter 2022 Syllabus

Week	Dates	Topic	Assigned Readings	Activities/Discussion Due Dates
1	Monday Jan 10 Fisher 262 8:30am-9:50am	Course Introduction	D2L	Covid Policy and Procedures around operation Course concept and outline discussed, expectations, D2L License Course requirements Serving It Right Due feb15th – drop box
1	Thursday Jan 13 DH 100 11:30am-2:20pm		D2L	<ul style="list-style-type: none"> • Tour of the house • Team building exercise • What is a pub
2	Monday Jan 17 Fisher 262 8:30am-9:50am	Marketing and advertising	D2L	Marketing & advertising. creating customer experience - ecstatic's in a pub. Making the ask-introduction of asking for donations for raffle.
2	Thursday Jan 21 DH 100 11:30-2:20pm	Marketing and advertising	Mulligan Bar Guide (supplemental)	1.5 hour - Brainstorm- (think pair share) wording for marketing write up

				1.5 hours Brainstorm (think pair share) marketing ideas outside the cafeteria-
3	Monday Jan 24 Fisher 262 8:30am-9:50am	Menu	D2L	Introduce- Financials- budgeting, menu mix, standardized recipe
3	Thursday Jan 27 DH 100 11:30- 2:20pm	Financials	D2L	Financial presentation and exercise Niranjala Storm-, budget integration and information, cash control, comparing budget to actual, budgeting analysis, inventory. PCI compliance Power point Setting our selves and team up for success
4	Monday Jan 31 Fisher 262 8:30am-9:50am	Menu Development	D2L	Discuss Menu design – food and beverage. Chefs item parameters
4	Thursday Feb 4 DH 100 11:30-2:20pm		Mulligan Bar Guide (supplemental)	POS training bar setup, making a cocktail
5	Monday Feb 7 Fisher 262 8:30am-9:50am	Planning	D2L	Introduce teams- management positions Purchasing, Ordering

5	Thursday Feb 10 DH 100 11:30-3:20pm	Preparation	D2L	Preparing Menu items
6	Monday Feb 14 Fisher 262 Y 211 8:30am-9:50am	Planning	D2L	Team Planning Bartender and Chef recipe due
6	Thursday Feb 17 DH100 11:30-3:20pm	Execution	D2L	Preparing menu items
7	Monday Feb 21			No class
7	Thursday Feb 24			No class
8	Monday Feb 28 Fisher 262 8:30am-9:50am	Operations	D2L	Quiz 10% Review pub operations
8	Thursday March 3 DH 100 12:30-7:00pm	Execution		Execution of pub 1 soft opening
9	Monday March 7 Fisher 262 8:30am-9:50am	Presentation/ reflection/ analysis	D2L	even#1 Presentation Statistical Analysis of sales

9	Thursday March 10 DH 100 12:30-7:00pm	Execution		Execution of Pub #2
10	Monday March 14 Fisher 262 8:30am-9:50am	Presentation/ reflection/ analysis	D2L	Pub #2 Presentation Statistical analysis of sales SWOT for next pub
10	Thursday March 17 DH 100 12:30- 7:00pm			Execution of Pub #3
11	Monday March 21 Fisher 262 Y 211 8:30am-9:50am		D2L	event #3 Presentation Statistical analysis of sales SWOT for next pub
11	Thursday March 24 DH 100 12:30- 7:00pm	Execution		Execution of event #4
12	Monday March 28 Fisher 262 8:30am-9:50am	Presentation/ reflection/ analysis	D2L	Event #4 Presentation Statistical analysis of sales SWOT for next pub
12	Thursday March 31 DH 100 12:30- 7:00pm	Execution		Execution of event #5

13	Monday April 4 Fisher 262 8:30am-9:50am	Presentation/ reflection/ analysis	D2L	event #5 Presentation Statistical analysis of sales SWOT for next pub
13	Thursday April 7 DH 100 12:30 - 7:00pm			Execution of event #6
14	Monday April 11 Fisher 262 Dunlop House/ OUR PLACE			event #5 Presentation Statistical analysis of sales SWOT for next pub
14	Thursday April 14 DH 100 12:30 - 7:00pm	Presentation/ reflection/ analysis		Execution of event #7

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines scan be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Course Quizzes	10%
Class Participation/ Exercises	20%
Leadership weekly Presentation	20%
Leadership Position/ event Execution Evaluation	30%
Critique Assignments (other 2events) 20%	20%
	TOTAL 100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information.
<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

Assignment formatting. The School of Business uses **APA style** for formatting assignments and citing references. Proper citations and formatting using APA style will be required. See Camosun College (2021) Library Citation Guides retrieved from: <http://camosun.ca.libguides.com/apa7>.

- Where required by your instructor, submit all assignments into the D2L assignments by your last name.
- In text citations for quotes, paraphrasing, and references must be consistent with APA standards.
- Grammar, spelling, style and APA formatting, citations and referencing will be assessed in your mark.
- All submitted work must be properly referenced to sources where required by your instructor.
- Unless otherwise specified, you are to submit your own work, any work collaborated (unless permitted by the course) will be considered in violation of the college's Academic Integrity policy. See Camosun College (2021) [Academic Integrity Policy](#)

Deadlines and exams. You must submit your assignments on the due date or as announced. A grade of zero will be assigned to late submissions. There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment, midterm or final exam.

SCHOOL OR DEPARTMENTAL INFORMATION

Hospitality Management, School of Business

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	http://camosun.ca/advising
Accessible Learning	http://camosun.ca/accessible-learning
Counselling	http://camosun.ca/counselling
Career Services	http://camosun.ca/coop
Financial Aid and Awards	http://camosun.ca/financialaid
Help Centres (Math/English/Science)	http://camosun.ca/help-centres
Indigenous Student Support	http://camosun.ca/indigenous
International Student Support	http://camosun.ca/international/
Learning Skills	http://camosun.ca/learningskills
Library	http://camosun.ca/services/library/
Office of Student Support	http://camosun.ca/oss
Ombudsperson	http://camosun.ca/ombuds
Registration	http://camosun.ca/registration
Technology Support	http://camosun.ca/its
Writing Centre	http://camosun.ca/writing-centre

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<http://camosun.ca/services/accessible-learning/>

Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies and Procedures"

(<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and camosun.ca/sexual-violence. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-3703841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.