

COURSE SYLLABUS



COURSE TITLE: Introduction to Restaurant Operations

CLASS SECTION: HMGMT 190 X01 X02

TERM: F2024

COURSE CREDITS: 3

DELIVERY METHOD(S): In person

Camosun College respectfully acknowledges that our campuses are situated on the territories of the Ləkʷəŋən (Songhees and Kosapsum) and WSÁNEĆ peoples. We honour their knowledge and welcome to all students who seek education here.

INSTRUCTOR DETAILS

NAME: David Armstrong

EMAIL: ArmstronD@camosun.ca

OFFICE: DH 260

Office Hours:

- X02 (Tuesday Group)- Tuesdays 2:00pm-3:00PM
- X01 (Friday Group)- Fridays 2:00pm - 3:00pm

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.

Additionally, support classes are available to assist you with your learning by e-mailing [Brett McNalty](mailto:McNaltyB@camosun.ca) McNaltyB@camosun.ca and scheduling a time.

- Mondays: 8:00am-4:00pm
- Fridays: 8:00am-4:00pm

CALENDAR DESCRIPTION

This course introduces the fundamental applied skills and theory that will allow students to safely function in a food and beverage facility. Students will understand how to effectively operate in a professional culinary and foodservice environment.

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

*** Please Note: HMGMT 190 is a prerequisite course. This means that you MUST obtain a minimum grade of at least 60% (C) to progress to HMGMT 285 in the next semester.**

- Failure to attain this MINIMUM grade level will impact your course load as well as your ability to partake in Co-op. All labs and classes must be attended.
- Your marks and the associated practical knowledge acquired in this course are cumulative and they provide you with the knowledge, skills, and other attributes necessary to be successful in HMGT 285 Integrated Restaurant Management, as well as the HMGT 286 Integrated Events Management, classes and your co-op work terms. As in the workplace, if you are unable to attend due to illness, please contact the instructor via e-mail prior to the lab, grades will not be awarded for classes not attended without prior notification. Students are expected to show up on time, changed, and ready to go prior to every class. Lateness (as part as it is a part of professionalism) is not acceptable, AND will also be subject to penalty and. Prior approval for make-up tests and labs tests must be received.

PREREQUISITE(S):

One of: C in English 12 C in English Studies 12 C in English 12 First Peoples C in Literary Studies 12 C in ENGL 091 and ENGL 093 C in ENGL 092 and ENGL 094 C in ENGL 092 and ENGL 095 C in ENGL 092 and ENGL 096 C in ENGL 103 and ENGL 104 C in ENGL 142 C in ELD 092 and ELD 094 C in ELD 097 C in ELD 103 and ELD 104 - Must be completed prior to taking this course.

COURSE LEARNING OUTCOMES / OBJECTIVES

1. Effectively communicate in restaurant dining room and kitchen settings, using industry specific language and terminology.
2. Demonstrate a fundamental understanding of Dining Room and Culinary Skills in a restaurant dining room and kitchen setting. These include:
 - a. A working knowledge of common kitchen equipment.
 - b. Carrying plates, clearing tables, & resetting table
 - c. An understanding of the integration of staffing roles, found in a full-service foodservice operation.
 - d. A working knowledge of common Food and Beverage POS systems.
3. Apply appropriate hygiene and sanitation methods in restaurant dining room and kitchen settings.
4. Demonstrate the ability to read, interpret, and utilize common operational planning tools. Examples might include:
 - a. Standardized recipes
 - b. Recalculation of recipes
 - c. Dining room service prep lists
 - d. Floor plans and section assignments
5. Apply basic principles and procedures, of quality control to all types of food service operations. Examples may include:
 - a. Preparation of a variety of basic foods to a level acceptable in a full-service food and beverage establishment.
 - b. Demonstrate the basic technical skills sets of service personnel in a full-service food & beverage facility.

6. Demonstrate an awareness of aesthetics as they apply to both Dining Room & Culinary settings.
7. Demonstrate the interpersonal skills and professional etiquette, demeanor, and dress required in the delivery of quality service in dining room and kitchen settings.
8. Have completed common industry certifications which include:
 - a. Food Safe Level 1
 - b. Serving it Right

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

Texts: There is no text for this class. Supplementary notes are supplied on D2L under topic areas. In addition: materials and class notes distributed in class by instructor.

Other:

- Chef's jacket, pants, and chef's hat, apron, and Camosun College nametag, are required for all labs. Students will be expected to be changed and ready to start class prior to commencement.
- You are required to wear a solid, comfortable, completely enclosed pair of non-slip leather shoes or work boots for the lab/kitchen work. (No sandals, no platforms, no thin material). These materials will be used in HMGT 184/285/286.

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.

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Week 1 – Sept 3 rd (X02) Sept 6 th (X01)	Course Orientation and expectations (Introduction to floor plans, FOH orientation, and table sets). Basic terminology.	Expectations for FoodSafe Level 1, and S.I.R)
Week 2 – Sept 10 th (X02) Sept 13 th (X01)	“Good Night Out Victoria” presentation	Please red posted information for this lesson, prior to attending.
Week 3 – Sept 17 th (X02) Sept 20 th (X01)	Lecture – Working safely in the back of House (BOH), Working with standardized recipes, costing of recipes, Lab - Knife Safety, terminology, mirepoix, and basic cuts. introductory kitchen equipment training,	BOH uniform required (come changed and ready to go).
Week 4 – Sept 24 th (X02) Sept 27 th (X01)	Lecture – Review of kitchen equipment, making stocks and soups, standardised recipe lab – Review of basic cuts, making stocks and soups, FOH set-up, service order placement, and removal.	
Week 5 – Oct 1 st (X02) Oct 4 th (X01)	Lecture – Food allergies, Final exam menu knowledge Lab – Making breads and desserts.	
Week 6 – Oct 8 th (X02) Oct 11 th (X01)	Lecture – Test #1 Lab – Appetizers	Serving It Right and Food Safe

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
		Level 1 certifications due Test #1 (15%)
Week 7 – Oct 15 th (X02) Oct 18 th (X01)	BOH practical test – schedule to be posted	BOH Practical Test Assessment (20%)
Week 8 – Oct 22 nd (X02) Oct 25 th (X01)	Lecture – Floorplans, Introduction to P.O.S., formal dining room set-up continued, tray service practice, order taking Lab – P.O.S. practice, FOH serving practice. Recipe practice, and kitchen set-up/take down.	
Week 9 – Oct 29 th (X02) Nov 1 st (X01)	Lecture – Staffing roles, Understanding recipes for managers, suggestive selling, wine service Lab – P.O.S. training, wine service, order taking/suggestive selling. Recipe practice.	Allergy Assignment Due (10%)
Week 10 – Nov 5 th (X02) Nov 8 th (X01)	Lecture – Reservation service, Creating Organizational lists Lab – Starches, sides and mains	
Week 11 – Nov 12 th (X02) Nov 15 th (X01)	Lecture – Steps of service review. Lab - Restaurant service walk through and simulation.	
Week 12 – Nov 19 th (X02) Nov 22 nd (X01)	Lecture – Test #2 Lab – Wine service, P.O.S. and order taking practice	Test #2 (15%)
Week 13 – Nov 26 th (X02) Nov 29 th (X01)	FOH practical test – schedule to be posted	FOH Practical Test Assessment (20 %)
Week 14 – Dec 3 rd (X02) Dec 6 th (X01)	Preparation for Final Exam Service	
Exam Week - TBD	Final Exam services	(20%)

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 notice is required. Deadlines can be reviewed on the [CAL exams page. https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams](https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams)

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Allergy Assignment	10%
Theory Tests *2 – 15% each	30%
Practical Assessments *2 – 20% each	40%
Final Exam – Restaurant Service	20%

DESCRIPTION	WEIGHTING
TOTAL	100%
<p>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 policy for more information. https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf</p>	

COURSE GUIDELINES & EXPECTATIONS

This course does not have a prescribed textbook; however, your D2I Site does contain a large amount of information that is directly relevant to/ required for this course. In it you will find support materials that are essential to your learning. It is an expectation that you familiarize yourself with this information. It is also an expectation that you will print off and have available all support materials available for all classes.

This course simulates a working environment and is primarily evaluated based on your performance. As such there is an expectation that you will be at class, on time and prepared to start. To meet the learning outcomes of this class your attendance and full active participation/meaningful contributions are essential. Lab classes are assignments. Should a student miss more than two classes without just cause, they will be asked to withdraw from the course.

Additional applied support labs will be offered by appointment on:

- Mondays: 8:30am-1:00pm (X01)
- Thursdays: 2:30pm-4:30pm (X02)

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 camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

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 Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student

with a documented disability and think you may need accommodations, you are strongly encouraged to contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines:

<https://camosun.ca/cal>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/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 <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

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 (see [Medical/Compassionate Withdrawals policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence

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 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 Policy:

<https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education.

To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

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

<https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

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.