

# COURSE SYLLABUS



COURSE TITLE: Introduction to Restaurant Operations

CLASS SECTION: HMG T 190 X01

TERM: W2023

COURSE CREDITS: 3

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

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*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

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NAME: Dave Pritchard

EMAIL: [pritchardd@camosun.ca](mailto:pritchardd@camosun.ca)

OFFICE: DH 220

HOURS: Tuesday 1:30 pm – 2:30 pm or by appointment

*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

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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>

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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.

**\* Please Note: HMG T 190 is a prerequisite course. This means that you MUST obtain a minimum grade of at least 60% (C) to progress to HMG T 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 the Dunlop House, Events course 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. Lateness will also be subject to penalty and is not acceptable. Prior approval for make-up tests and labs must be received.

CO-REQUISITE(S): HMG1 184

#### COURSE LEARNING OUTCOMES / OBJECTIVES

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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

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**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. 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 HMG 184/285/286.

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

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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	Orientation of course	
Week 2	"Good Night Out Victoria" presentation	
Week 3	Lecture – Working safely in the back of House (BOH), Working with standardized recipes, costing of recipes, Lab - Knife Safety, Basic cuts, Kitchen equipment training,	
Week 4	Lecture – Review of kitchen equipment, making stocks and soups, menu development, Introduction to Social Responsibility Lab – Review of basic cuts, making stocks and soups	
Week 5	Lecture – Food allergies, Final exam menu knowledge, Assignment #1 details Lab – Appetizer lab	
Week 6	Lecture – Test #1 Lab – Making breads and desserts	Test #1 (15%)
Week 7	Reading Break – No Class	Serving It Right and Food Safe Level 1 certifications due
Week 8	BOH practical test – schedule to be posted	Assignment #1 Due (15%) BOH Practical Test (15%)
Week 9	Lecture – Floorplans, Introduction to P.O.S., formal dining room set-up, tray service practice, order taking Lab – P.O.S. practice, FOH serving practice	
Week 10	Lecture – Staffing roles, Understanding recipes for managers, suggestive selling, wine service Lab – P.O.S. training, wine service, order taking/suggestive selling	
Week 11	Lecture – Test #2 Lecture – Reservation services, Creating Organizational Lists Lab – Wine service, P.O.S and order taking practice	Test #2 (15%)
Week 12	FOH Practical Test	FOH Practical Test (15%)

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Week 13	Preparation for Final Exam Service	
Week 14	No Classes - College Closed for Good Friday	
Exam Week	Date to be determined	Service Exam (15%)

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 can 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

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DESCRIPTION	WEIGHTING
Assignment	15
Theory Tests * 2 – 15% each	30
Practical Assessments *2 – 15% each	30
Class Participation, professionalism and attendance	10
Final Exam – Restaurant Service	15
	<b>TOTAL</b>
	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

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This course is a combination of theoretical and practical instruction. Attendance in this course is essential in meeting the learning objectives. If you are unwell, or are unable to attend the class, you must notify the instructor before the start of class. Missed quizzes without a valid reason given beforehand will be marked as zero. The penalty for late assignments is 5% per day.

## SCHOOL OR DEPARTMENTAL INFORMATION

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[INSERT TEXT HERE]

## STUDENT RESPONSIBILITY

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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

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

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

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### 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 <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/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

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 Progress

Please visit <https://www.camosun.ca/sites/default/files/2021-05/e-1.10.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" (<https://camosun.ca/registration-records/policies-and-procedures-students/registration-policies-students>) 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://www.camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and [camosun.ca/sexual-violence](http://camosun.ca/sexual-violence). To contact the Office of Student Support: [oss@camosun.ca](mailto: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 <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.

### 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.