COURSE SYLLABUS

COURSE TITLE: HMGT 285   Integrated Restaurant Management

CLASS SECTION: **001**

TERM: **2023 Fall**

COURSE CREDITS: **4**

DELIVERY METHOD(S): **Face to face**

For COVID-19 updates 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

NAME: David Armstrong

EMAIL: armstron@camosun.bc.ca

OFFICE: D260

HOURS: Tuesdays 1:30pm -2:30pm 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

Credits: 4 **Total Hours:** 187.5

This applied course enables learners to develop teamwork and critical thinking skills through the application, analysis, synthesis and evaluation of the principles of current food and beverage management. These skills are applied in a lab setting of a gourmet restaurant.

Prerequisites
All of:
- o   C in HMGT 184
- o   C in HMGT 190

Or all of:

- o   Bachelor degree from a recognized post-secondary institution

COURSE LEARNING OUTCOMES / OBJECTIVES

1. Perform duties associated with a range of key employee and management positions found in a fine dining restaurant.
2. Work effectively as part of a team.

3. Display effective organizational, planning, time management, decision making and communication skills when working in a variety of food service management roles.
4. Plan, implement, and evaluate both food and wine menus appropriate for a fine dining restaurant.
5. Practice sound financial analysis, cost control, purchasing, receiving and storage procedures relevant to a food and beverage operation.
6. Exhibit the skills required to effectively create and deliver a positive customer experience, including those guests with special dietary needs.
7. Effectively use technology to plan, deliver and analyze the key components of a food and beverage operation.
8. Discuss how sustainable business practices can be implemented in a commercial food and beverage.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

[INSERT TEXT HERE]

Other: Servers apron, Corkscrew, Black Tie, Black Dress Shirt, Nametag, are required for the dining room and kitchen. Chef's Jackets, Chefs Hats, Trousers, and closed leather kitchen shoes for the kitchen. All are available for purchase through Lady Mae Uniforms. *Please have available for all restaurant LABS*.

Other: 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 MS Excel. Electronic versions of many forms are required each week.
- Ensure that your security settings in Microsoft Excel will allow you to accept Macros. This is very important.
- Have full printed copies of all of your recipes, wine lists and support materials available, in a binder at **every class.**

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

Tuesdays: 3:30 PM – 4:20PM
2023-01-109- 2023-04-15
Dunlop House, 100 Lecture
T 4:20 PM -8:30 PM
2023-01-109- 2023-04-15
Dunlop House, 100 Laboratory (Prep)

Wednesdays 2:00 PM - 9:30 PM
2023-01-109- 2023-04-15
Dunlop House, 100 Laboratory (Service)

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

Management Meetings for the following weeks service will be held on **Tuesdays** from **3:20pm -4:20pm** and will be conducted in either small or large dining rooms and include the Hot Chef, Cold Chef, Pastry Chef -Prep and the Manager, for the following week of service. Prep for service days shall commence at **4:20pm** on Tuesdays. As this is a team environment simulating work, it is an expectation that you show up changed, prepared, and ready to go by class time.

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor. Please check D2L weekly for updates.

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Sep 5 & 6	**Closed Labs** Introductions, Grading, rubrics, responsibilities, and outcomes **Assembly of FoodSafe/S.I.R. numbers & locker assignments.** Dining Room Set-up and review of Steps to Service Open Table Reservation system discussion Ordering, Prep Lists/set-up and menu mix **Open Table Certification Assignment (5%)** Due: Wednesday, September 20th, 2023. To receive this grade please submit a copy of your certificate to the Assessment drop box on D2L.	Download and print, menus, wine list, restrictions, Floor plans, Recipes: hole punched, plasticized, organized by course and placed in a 3ring binder (Bring to all classes). **Bring SIR numbers and FoodSafe #'s to class.**
Sep 12 & 13	**Closed Labs** • Steps to Service Continued, • Wine service, Cashier Bartender • Menu Review, Ordering procedures • FOH: Tray Service/Purchasing/Wine service • BOH: temp checks/board set-up/prep lists posted	<u>Please bring a laptop.</u> Bring completed recipe decks. Wear FOH/ Kitchen clothing, nametags and appropriate shoes to class. Wednesday: Appetizer and dessert prep.
Sep 19 & 20	**Closed Labs** FOH: Applied service and set-up practice, Silverware. BOH: temp checks/board set—up/prep lists posted/kitchen lines set-up. **Open Table Certification Assignment (5%) Due:** Wednesday, September 20th, 2023	**Goals assignment Part A** **Due: 09/27/23** (10% combined weight) FOH: applied service and set-up practice, Silverware

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
		BOH Entrée Prep and set-up
Sep 26 & 27	Tuesday: September 26th Wine and Food Pairing Wednesday: September 27th Field sSchool (TBA)	Tuesday Management Meeting 3:30-4:20pm (SDR) Goals assignment Part A Due: 09/27/23 D2l Dropbox ServiceScape Assignment (10%) Due: October 4th, 2023.
Oct 3 & 4	Dunlop House #1 – Dinner Prep & Service Tuesday: Quiz #1	Management Meeting (DH #2 Team) Tuesday 3:30pm-4:20pm) Servicescape Assignment Due Via D2l Dropbox.
Oct 10 & 11	Dunlop House #2 – Dinner Prep & Service	Management Meeting (DH #3 Team) Tuesday 3:30pm-4:20pm
Oct 17 & 18	Dunlop House #3 – Dinner Prep & Service	Management Meeting (DH #4 Team) Tuesday 3:30pm-4:20pm
Oct 24 & 25	Dunlop House #4 – Dinner Prep & Service	Management Meeting (DH #5 Team) *Discussion* Tuesday 3:30pm-4:20pm

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Oct 31 & Nov 1	<u>Closed Labs</u> Tuesday: Pair and share exercise: FOH/BOH <u>FOH Review:</u> Dining Room Set-up and review of Steps to Service Open Table Reservation system discussion Ordering, Prep Lists/set-up and menu mix <u>BOH:</u> <u>Kitchen set-up and practice of menu items</u>	
Nov 7 & 8	<u>Closed Labs</u> <u>FOH/BOH: Prep and practise</u> Wednesday, November 8th: Goals & Reflections (Part B) Due	Goals assignment (Part B) due October 31st, via D2L drop box. Management Meeting (DH #5 Team) Tuesday 3:30pm - 4:20pm (SDR) FOH/BOH Prep and practice
Nov 14 & 15	Dunlop House #5 - Dinner Prep and Service <u>Tuesday:</u> Quiz #2	Management Meeting (DH #6 Team) Tuesday 3:30pm - 4:20pm (SDR)
Nov 21 & 22	Dunlop House #6 - Dinner Prep and Service	Management Meeting (DH #7 Team) Tuesday 3:30pm - 4:20pm (SDR)
Nov 28 & 29	Dunlop House #7 - Dinner Prep and Service	Management Meeting (DH #8 Team) Tuesday 3:30pm - 4:20pm (SDR)
Dec 5 & 6	Dunlop House #8 – Final dinner Prep and service Final reflection (Part C) Due December 8th, via the D2L drop box.	Final reflection (Part C) -Due D2l Dropbox December 8th,2023
December 11-19, 2023	• Final exam week. <u>There is no final exam in this course</u>	

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

EVALUATION OF LEARNING

DESCRIPTION		WEIGHTING
Weekly Dunlop House Operation Grades	4*15%	60%
Quizzes (FOH and BOH)	2*5%	10%
Management Position		5%
Open Table Certification		5%
Servicescape Assignment		10%
Goals Assignment		10%
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 policy for more information.
http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf

COURSE GUIDELINES & EXPECTATIONS

This course does not have a prescribed textbook; however, your D2l Site does contain a large amount of information that is directly relevant to/ required for this course. In it you will find support videos as well as other 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 recipes, wine lists, and 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. In order to meet the learning outcomes of this class your attendance and full active participation/meaningful contributions are essential. Lab classes are considered to be assignments. Should a student miss more than two classes without just cause, they will be asked to withdraw from the course.

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 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-1.1_0.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. 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 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.