

COURSE SYLLABUS



COURSE TITLE: HMG 285 **Integrated Restaurant Management**

CLASS SECTION: **001**

TERM: **2023 Winter**

COURSE CREDITS: **4**

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

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən 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>.

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 12:30pm - 1:30pm 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:

- C in [HMG 184](#)
- C in [HMG 190](#)

Or all of:

- 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 operation.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

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 MExcel. 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. You will be required to have a full printed copy 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: 3:00 PM – 4:00PM

2023-01-109- 2023-04-15

Dunlop House, 100 Lecture

T 4:00 PM -7:30 PM

2023-01-109- 2023-04-15

Dunlop House, 100 Laboratory (Prep)

Wednesdays 2:30 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 **2:30pm -3:00pm** 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 **3:00pm** 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.

<u>Week</u>	<u>Dates</u>	<u>Topic</u>	<u>Assigned Readings</u>	<u>Activities/Discussion</u> <u>Due Dates</u>
1	Jan 10-11	<p><u>Closed Labs</u></p> <p>Introductions, Grading, rubrics, responsibilities, and outcomes</p> <p>Dining Room Set-up and review of Steps to Service</p> <p>Open Table Reservation system</p> <p>Ordering, Prep Lists/set-up and menu mix</p>	<p>Download and print, menus, wine list, restrictions, Floor plans, Recipes: hole punched, plasticized, organized by course and placed in a 3 ring binder (Bring to all classes).</p>	
2	<p>Jan 17-18</p> <p>January 19th, Course drop Deadline</p>	<p><u>Closed Labs</u></p> <p>Steps to service Continued,</p> <p>Wine service, Cashier Bartender</p> <p>Menu Review, Ordering procedures</p> <p>BOH: temp checks/board set-up/prep lists posted</p>	<p>Please bring a laptop, recipe deck and corkscrews.</p> <p>Bring Recipe decks.</p> <p>Wear FOH/ Kitchen clothing, nametags and appropriate shoes to class.</p>	<p>Silverware system introduction</p> <p>BOH –Recipes, Inventory management and ordering.</p> <p>FOH Steps to service, Tray Service, Purchasing, Wine service.</p> <p>Wednesday: Appetizers and dessert prep.</p>
3	Jan 24-25	<p><u>Closed Labs</u></p> <p>BOH: temp checks/board set—up/prep lists posted/kitchen lines set-up</p>		<p>Jan 25th</p> <p>Goals assignment Part A Due (10% combined weight)</p> <p>Management Meeting (Tuesday) 2:30-3:00pm</p> <p>FOH: applied service and set-up practice, Silverware</p> <p>BOH Entrée Prep and set-up</p>

4	Jan 31-Feb 1	Dinner Prep & Service	<u>Quiz #1</u>	<u>Dunlop Dinner #1</u> Management Meeting (Tuesday) 2:30-3:00pm
5	Feb 7-8	Dinner Prep & Service		<u>Dunlop Dinner #2</u> Management Meeting (Tuesday) 2:30-3:00pm
6	Feb 14-15	Dinner Prep & Service		<u>Dunlop Dinner #3</u> Management Meeting (Tuesday) 2:30-3:00pm
7	<u>Reading Week</u>	<u>Reading Week</u>		<u>Reading Week</u>
8	Feb 28-Mar 1	Dinner Prep & Service		<u>Dunlop Dinner #4</u>
9	March 7-8	<u>Closed Labs</u>		FOH: Review. Refine service and up-selling techniques. BOH: Practice New Menu items
10	March 14-15	<u>Tuesday: Closed Lab</u> Field School Wednesday, March 15 th (TBA)	March 15 th : Goals Reflections (Part B) Due	Management Meeting (Tuesday) 2:30-3:00pm
11	March 21-22	Dinner Prep & Service	<u>Quiz #2</u>	<u>Dunlop Dinner #5</u> Management Meeting (Tuesday) 2:30-3:00pm
12	March 28-29	Dinner Prep & Service	March 29 th Service Scape Assignment due (10%)	<u>Dunlop Dinner #6</u> Management Meeting ((Tuesday) 2:30-3:30pm

13	April 4-5	Dinner Prep & Service		Dunlop Dinner #7 Management Meeting (Tuesday) 2:30-3:00pm
14	April 11-12	Dinner Prep & Service		Dunlop Dinner #8
14	April 14		April 14th Goals Final Reflection (Part C) Due	

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](http://camosun.ca/services/accessible-learning/exams.html). <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		10%
Servicescape Assignment		10%
Goals Assignment		10%
	TOTAL	100%

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 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.

SCHOOL OR DEPARTMENTAL INFORMATION

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.

- a) **EXAM DATES WILL NOT BE RESCHEDULED.** Non-attendance on scheduled exam dates results in a zero grade. Exceptions will be made only for medical reasons or extenuating circumstances that must be submitted and then accepted by the instructor. Please advise your instructor promptly.
- b) Students registered through the [Centre for Accessible Learning \(CAL\)](#) should discuss timelines with their instructors at the beginning of each semester.
- c) Medical notes must be dated, signed, and be written on letterhead or prescription paper imprinted with the physician's name and address. Notes are accepted from Physician (GP or medical specialist), Nurse Practitioner, Psychiatrist, Psychologist, Counsellor and Aboriginal Elder. Electronic notes will not be accepted. Medical documentation must be received as soon as reasonably possible.

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.