



SCHOOL OF ACCESS
Employment Training and Preparation Programs

Food and Customer Service Skills
ETP 021-X01 Essential Skills for Employment
Fall, 2012 – Course Outline

Instructor: Jody Isaac
Office: Interurban Campus, Portable 100A
Office Hours: Tue & Wed 3pm – 4 pm, or call for appointment
Classroom: Interurban Campus, Portable A Room 104
Telephone: 250.370.4610 **Email:** isaacj@camosun.bc.ca
Dates: September 6th – December 17th
Class Times: Monday 10am – 12pm
Programs Related To:

Food and Customer Service
Customer Service
Gardening and Customer Service

Course Description:

Students will be introduced to the habits and behaviors expected of an employee in the workplace and develop skills that will enable them to be successful in finding and keeping employment.

What You Will Learn:

Students will learn how to manage time effectively, communicate well in the workplace, learn the importance and demonstrate an ability to show initiative, learn how to manage stress and develop strategies to deal with common work place problems.

Evaluation:

Students will be evaluated on their participation during class discussions, participation during group activities, and their completion of assignments.

| Grade | Description |
|-------|---|
| COM | The student has met the goals, criteria, or competencies established for this course, practicum or field placement. |
| DST | The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement. |
| NC | The student has not met the goals, criteria, or competencies established for this course, practicum or field placement. |

B. TEMPORARY GRADES Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. (See Section E below for conversion to final grades.)

| Temporary Grade | Description |
|-----------------|--|
| I | <i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family. |
| IP | <i>In progress:</i> A temporary grade assigned for courses that, due to design may require a further enrollment in the same course. No more than two IP grades will be assigned for the same course. (For these courses a final grade will be assigned to either the 3 rd course attempt or at the point of course completion.) |
| CW | <i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement. |

ACADEMIC PROGRESS POLICY

There is an Academic Progress Policy designed to enhance a learner's likelihood of success. Students should become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section.

<http://camosun.bc.ca/policies/Education-Academic/E-1-Programming-&-Instruction/E-1.1.pdf>