



**SCHOOL OF ACCESS**  
*Employment Training and Preparation  
Programs*

**Food and Customer Service**  
**Fall 2014 Course Outline**  
**ETP 030, Food and Customer Service**

**Instructors:** Jody Isaac (Tuesdays and Wednesdays) Interurban Campus, Portable 100A  
Laura Friesen (Thursdays) Interurban Campus, Portable 104A

**Office Hours:** J. Isaac: Mondays 3pm – 4 pm, or call for an appointment  
L. Friesen: Thursdays 3pm-4pm, or call for an appointment

**Classroom:** Interurban Campus, Portable A Room 105

**Telephone:** J.Isaac: 250.370.4610      **Email:** [isaacj@camsoun.ca](mailto:isaacj@camsoun.ca)  
L.Friesen: 250.370.4981      Email: [friesenl@camsoun.ca](mailto:friesenl@camsoun.ca)

**Dates:** Sept. 2<sup>th</sup> – Dec. 11<sup>th</sup> 2014

**Class Times:** **Varies due to on campus labs, these alternate times will be posted in the classroom – typically class will meet:** Tue. /Wed. /Thur. 9am– 2:30pm

**Course Description:**

This course will provide students the opportunity to develop entry-level employment options for the food service and customer service industries.

**What You Will Learn:** The student will be able to:

- demonstrate food service skills in cold food preparation, garnishing, receiving and storing, bussing, dishwashing and serving
- demonstrate customer service skills in customer relations, retail sales, stocking, reception and cashiering

**Required Materials:**

Appropriate clothing and equipment necessary to complete the course.

**Text:**

Food and Beverage Server Workbook and Food and Customer Service Course pack (class sets available for student use)

**Evaluation**

Student performance will be assessed on performance based on individual food and customer service skills. Students will be measured on the basis of individual performance and their work as part of a team. Work will be assessed in the classroom food lab as well as the Mixt Greens Juice Bar and on-campus, weekly pizza days. The evaluation will assess the student's readiness for employment in a particular job and identify what improvements, if any, must be made to be employed in that type of work.

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 <sup>rd</sup> 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>