



CAMOSUN COLLEGE
School of Access
Employment Training and Preparation

ETP 030
Food and Customer Service Training
Fall 2019

COURSE OUTLINE

The calendar description is available on the web @

<http://camosun.ca/learn/calendar/current/web/etp.html#ETP030>

Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

1. Instructor Information

a) Instructors

Jody Isaac (Tuesday and Wednesdays)

Laura Friesen (Thursdays)

b) Office Hours

Jody Isaac: Mondays 3:00-4:00pm, or call to arrange an appointment

Laura Friesen: Thursdays 3:00-4:00pm, or call to arrange an appointment

c) Location

Interurban Camps, Portable A

Classroom: Room 105

Jody Isaac's Office: Room 100A

Laura Friesen's Office: Room 104A

d) Phone

Jody Isaac: (250) 370-4610

Laura Friesen: (250) 370-4984

e) Email

Jody Isaac: isaacj@camosun.ca

Laura Friesen: friesenl@camosun.ca

f) Website

<http://camosun.ca/learn/school/access/bios/isaac.html>

<http://camosun.ca/learn/school/access/bios/friesen.html>

2. Intended Learning Outcomes

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;

3. 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)

4. Course Content and Schedule

(Can include: Class hours, Lab hours, Out of Class Requirements and/or Dates for quizzes, exams, lecture, labs, seminars, practicums, etc.)

A semester-specific schedule will be distributed on first day of class.

5. Basis of Student Assessment (Weighting)

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.

6. Grading System

Standard Grading System (GPA)

Competency Based Grading System

7. Recommended Materials to Assist Students to Succeed Throughout the Course

Please bring a notebook and pen or pencil to class.

Please also bring a positive attitude, including professional, mature behavior, to the teaching and learning environment.

8. College Supports, Services and Policies



Immediate, Urgent, or Emergency Support

If you or someone you know requires immediate, urgent, or emergency support (e.g. illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts @ <http://camosun.ca/about/mental-health/emergency.html> or <http://camosun.ca/services/sexual-violence/get-support.html#urgent>

College Services

Camosun offers a variety of health and academic support services, including counselling, dental, disability resource centre, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit the **STUDENT SERVICES** link on the College website at <http://camosun.ca/>

College Policies

Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with the content of College policies. Policies are available on the College website at <http://camosun.ca/about/policies/>. Education and academic policies include, but are not limited to, Academic Progress, Admission, Course Withdrawals, Standards for Awarding Credentials, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawal, Sexual Violence and Misconduct, Student Ancillary Fees, Student Appeals, Student Conduct, and Student Penalties and Fines.

9. Competency-Based Grading System (Non GPA)

The grading system for this course is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes

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.

10. 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 Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

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 are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
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.