



Caribbean Tourism Learning System (CTLS)



Certificate in Culinary Arts



Curriculum Handbook

2015

A COMPONENT OF THE CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)

COMMONWEALTH OF LEARNING FUNDED PROJECT

CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)

Caribbean Common Core Curriculum

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PART TWO

CERTIFICATE IN CULINARY ARTS CORE COURSES

SEMESTER 1

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CULINARY ARTS CORE

Specialty Courses/Topic Areas

Specialty Courses are 3 – Credit (theory) and 4 – 6 Credit Courses (practical) offered along with General Education and Business Subjects.

1. Sanitation, Safety and Hygiene
2. Food Preparation 1
3. Food & Beverage Service
4. Food Science & Nutrition
5. International Cuisine
6. Food, Beverage & Labour Cost Controls
7. Baking Technology 1

INTRODUCTION

The Tourism/Hospitality Industry must be staffed at all levels by individuals who are well equipped with the knowledge, skills and appropriate attitudes to satisfy the demands of this dynamic industry.

This global training can best be realized through a dedicated partnership between the specialized educational institutions and the tourism sector. A partnership such as this should effectively garner the requisites of the industry, thereby making it possible to provide students with the essentials to contribute to a prosperous Tourism/Hospitality Industry.

This certificate programme is designed to provide persons with the opportunity to receive formal education and training in their field of work.

The Certificate programme offers fewer credits than the Associate Degree programmes and less time to complete. Certificate programmes can also be offered on a part-time basis.

The entry requirements for Certificate programmes are less stringent than those required for the Associate Degree programme and prior learning experience is often taken into account.

The Certificate in Culinary Arts programme differs from the Culinary Arts Associate Degree programme as it offers fewer courses, more introductory level courses and the level of academic and analytical skills varies from that required for the Associate Degree. Persons who are already working can have their skills validated.

Credit Hours

The learning outcomes for the Certificate in Culinary Arts specialty are listed. The theory courses are calculated as 15 hours per credit with a minimum of 45 hours of instruction and

practical courses are calculated at 30 hours per credit with a minimum of 4-6 credits per course. In addition to general education courses, business courses and electives agreed to by industry leaders and educators, each certificate programme will offer a range of specialty courses.

Programme Objectives

This programme was developed as an important component of the Caribbean Tourism Learning System (CTLS). It addresses the growing need for a common, competency-based curriculum and provides the employers with potential employees who possess a sound theoretical and practical base.

The programme is designed to:

- improve the level of professionalism of an ever changing tourism and hospitality industry.
- educate and train productive and employable people in a global community.
- provide consistent delivery of content so employers will have realistic expectations of graduates with a Certificate in Culinary Arts.
- ensure transferability and articulation with other colleges and universities within the region and where relevant, meet regional occupational standards.

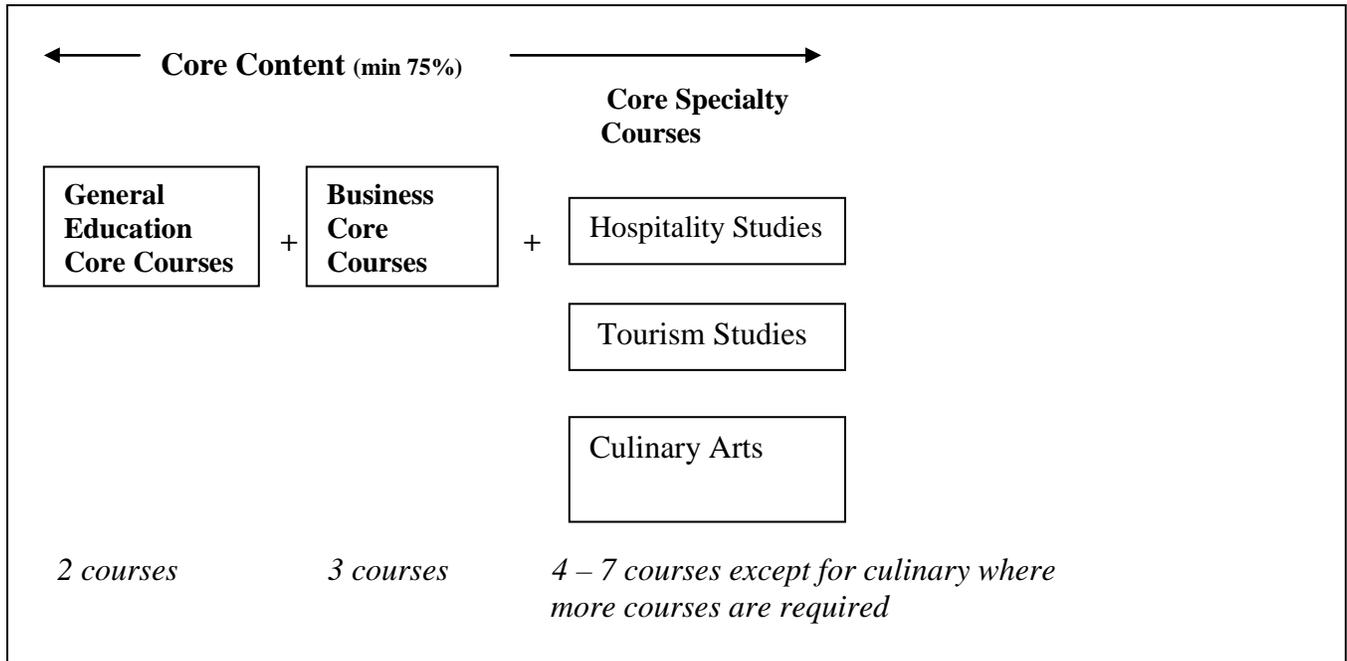
Duration of Programme

The programme takes one year of full-time study or two years of part-time study. Individual courses can also be offered as continuing education courses.

Entry Requirements

- Minimum of two (2) years relevant work experience
- Mature student status (25 years and over)

CURRICULUM COURSE STRUCTURE



CULINARY ARTS FORMAT

COURSE CODE	COURSE	HOURS		CREDITS
		T	P	
<u>SEMESTER 1</u>				
<i>BUSINESS</i>				
	Introduction to the Business of Tourism/ Hospitality	45		3
<i>CULINARY ARTS</i>				
	Sanitation, Safety and Hygiene	45		3
	Food Preparation 1	30	60	4
	Food & Beverage Service	30	60	4
<i>GENERAL EDUCATION</i>				
	Applied Information Technology	45		3
	English and Communication	45		3
<u>SEMESTER 2</u>				
<i>BUSINESS</i>				
	Quality Customer Care	45		3
	Introduction to Entrepreneurship	45		3
<i>CULINARY ARTS</i>				
	Food Science & Nutrition	45		3
	International Cuisine	30	60	4
	Food, Beverage & Labour Cost Controls	45		3
	Baking Technology 1	30	60	4

SYNOPSIS OF COURSES

INTRODUCTION TO THE BUSINESS OF TOURISM/HOSPITALITY

This introductory course will review the historical development of the tourism/hospitality industry. The growth, development and trends in the industry will be emphasized and linkages with the economy will be examined. Through interaction with practitioners within the Hospitality Industry, the learner will focus on the critical importance of people to the industry.

SANITATION, SAFETY AND HYGIENE

This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined.

ENGLISH & COMMUNICATION

FOOD PREPARATION 1

An introductory course to familiarize the students with the theory and practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation.

FOOD & BEVERAGE SERVICE

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

APPLIED INFORMATION TECHNOLOGY

This course is designed to provide students with the knowledge of the range applications of computers in education, generally and in the hospitality industry. Hardware and software components will be examined.

QUALITY CUSTOMER CARE

This introductory course is designed to sensitize students to the crucial role that quality customer service plays in the success of organizations. The importance of delivering quality customer service consistently will be emphasized. Strategies and techniques designed to maintain and exceed customer expectations and thereby enhance customer value and build customer loyalty will be examined. The role of

the service provider and the importance of attitude and professionalism will also be explored.

FOOD SCIENCE & NUTRITION

This course will examine the scientific method and the chemical and physical changes that occur during preparation, processing and storage of food products. Basic principles of nutrition, and micro-biology as it relates to chemical and physical changes to food will also be examined.

INTERNATIONAL CUISINE

This course will focus on foods and cooking styles of many nations. Menu production reflecting on nations that have impacted international cuisines will be examined.

FOOD, BEVERAGE & LABOUR COST CONTROLS

Learners will be introduced to standards and procedures that increase the probability of food and beverage operations in the industry with emphasis on controlling cost and maximizing sales. Purchasing procedures will be examined.

INTRODUCTION TO ENTREPRENEURSHIP

The Introduction to Entrepreneurship course will introduce future entrepreneurs to the concepts and principles of entrepreneurship. This course will provide students with an overview of the roles of entrepreneurs in the local business environment and the impact of entrepreneurship on the national economy. It will also explore different disciplines ranging from sociology, psychology, economics, finance, marketing and human resource management and the impact of these disciplines on the entrepreneur and his/her business idea. It is a course that mixes theory with practice and learners will be challenged to apply the principles, concepts and framework to real world situations.

BAKING TECHNOLOGY 1

This introductory course is designed to provide the student with a basic knowledge of Cake and Pastry Making techniques and to provide practical competence while learning new skills within the patisserie department. Students will be introduced to traditional cake and pastry specialties suitable for different food outlets.

Course Title: INTRODUCTION TO THE BUSINESS OF TOURISM/ HOSPITALITY

Prerequisite: None

Credits: 3

Course Description

This introductory course will review the historical development of the tourism/hospitality industry. The growth, development and trends in the industry will be emphasized and linkages with the economy will be examined. Through interaction with practitioners within the Hospitality Industry, the learner will focus on the critical importance of people to the industry.

General Objectives

This course is designed to:

- 1 provide a global perspective of the tourism and hospitality industry, its impacts, trends, functions associations involved and potential careers
- 2 acquaint students with local, regional and international tourism organizations and their mission
- 3 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, learners will:

- 1 identify and discuss the impact of tourism on a destination.
- 2 identify key associations and organizations and how they impact both domestic and international tourism.
- 3 describe the sources that shaped the development of the hospitality industry.
- 4 analyze and explain the various trends and how they impact the tourism/hospitality industry.
- 5 identify and discuss the varied careers associated with the tourism/hospitality industry.
- 6 demonstrate an understanding of how the Tourism/Hospitality industry functions.

Unit 1

Topics

1.0 Tourism Definitions and Motivations

Objectives

Upon completion of the topic the student will be able to:

- 1.1 identify the differences between the tourism and the hospitality Industries
- 1.2 state and describe various tourism definitions such as international and domestic tourism; and categories of tourist (VFR's, excursionists etc.)
- 1.3 identify and list tourist motivations for travel
- 1.4 describe the "Pull and Push Factor Theory"

Content

- Definition of "tourism industry" and "hospitality industry".
- Other tourism definitions
- Tourism motivations for travel
- Push and Pull Factor Theory

2.0 Development and Growth of Tourism

Objectives

Upon completion of the topic the student will be able to:

- 2.1 explain the historic development of tourism
- 2.2 describe the physical, social and economic reasons for travel

Content

- Tourism history
- Reasons for travel

3.0 The Role of Tourism Organizations

Objectives

Upon completion of the topic the student will be able to:

- 3.1 identify the role and structure of local, regional and international organizations

- 3.2** list the names of various tourism organizations: CTO, WTTC, WTO, IATA, ASTA, CHA, etc

Content

- Local, regional and international organizations
- Tourism organizations

4.0 The Tourism Economy

Objectives

Upon completion of the topic the student will be able to:

- 4.1** list the economic sectors of the country
- 4.2** define what is an economic linkage
- 4.3** Identify linkages between the tourism sector and other sectors of the economy.
- 4.4** describe various tourism statistical terms such as: GNP, GDP, Incomes, foreign exchange, direct and indirect employment leakages

Content

- Economic sectors
- Economic linkage
- Tourism linkages
- Tourism statistical terms

5.0 The Impacts of Tourism

Objectives

Upon completion of the topic the student will be able to:

- 5.1** discuss the social/cultural environmental, physical and technological Impacts
- 5.2** discuss environmental Projects
- 5.3** describe how negative impacts can be controlled through the use of Sustainable
- 5.4** Tourism, carrying capacity and inclusion of residents in tourism

Content

- Social/cultural impacts
- Environmental impacts
- Physical and technological impacts
- Environmental projects

6.0 The Components of Tourism

Objective

Upon completion of the topic the student will be able to:

- 6.1** discuss the components of tourism in relation to categories, location, organization and management of:
 - Accommodation
 - Food and Beverage
 - Transportation
 - Adventure Tourism and Recreation
 - Attractions
 - Travel Trade
 - Events and Conferences
 - Tourism Services

Content

- Hospitality components categories
 - categories
 - location
 - organization and management structures

7.0 The Nature of Hospitality and Service

Objectives

Upon completion of the topic the student will be able to:

- 7.1** describe the characteristics necessary for providing good service
- 7.2** discuss service, servitude and subservience

Content

- Characteristics of good service
- Service vs servitude

8.0 Careers

Objectives

Upon completion of the topic the student will be able to:

- 8.1** list and describe various careers within the hospitality industry
- 8.2** discuss innovative career options
- 8.3** identify the characteristics of a tourism professional.

Content

- Tourism/hospitality career paths

Unit 2

Topics

9.0 Trends in Tourism and Hospitality

Objectives

Upon completion of the topic the student will be able to:

- 9.1 discuss markets and future developments
- 9.2 discuss packaging of the product
- 9.3 discuss the application of information technology to the industry

Content

- Emerging trends in tourism and hospitality
- Packaging of the tourism and hospitality product
- IT application in the tourism/hospitality sector

Instructional Methods

The programme is to be delivered through a series of instructor led presentations, must include guest speakers from the industry. Formats, which should be utilized, are panel discussions and individual presentations. These methodologies should be followed by question and answer periods.

Assessment and Evaluation

- The coursework mark accounts for 40% of the final grade for the course. There are two coursework assignments (either class exercises or homework assignments) - one valued at 15% and the other at 25%.
- The final examination test items take the form of multiple choice and account for 60% of the final grade for the course.

Recommended Text

Tourism and Hospitality in the 21st Century; edited by a Lockwood and S Medlik; published by Butterworth-Heinemann 2003

Introduction to Hospitality Operations, 2nd Edition – Peter Jones

Introduction to Hospitality – John Walker

The Art and Science of Hospitality Management – by Jerome Vallen and James Abbey

Hospitality Today- Educational Institute of the American Hotel Motel Association

Modern Hotel and Motel Management – Gerald Lattin

An Introduction to Tourism – by Licorish and Jenkins

Introduction to Tourism and Travel: an International Approach – by Michael Coltman

Resources

Chanel View Publishers
University of Strathclyde

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation by students is an integral part of the learning process.

Course Title: SANITATION, SAFETY AND HYGIENE

Prerequisite: None

Credits: 3

Overview

This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined. The course will provide students with the opportunity to obtain international certification.

General Objectives

This course is designed to:

- 1 present the rules of personal hygiene and the importance of adhering to safety rules and regulations.
- 2 introduce the causes and prevention of food poisoning and to introduce the requirements of safety in the workplace.
- 3 introduce local legislation relating to the food service industry

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 discuss how contamination of food can occur in a food service establishment.
- 2 describe the effect and consequences of food borne illness.
- 3 display sound practices to prevent the possibility of food poisoning.
- 4 identify measures/procedures that will reduce or eliminate accidents in food preparation and service areas.

Topics

1.0 How Food Handling Practices Cause Foodborne Illness

Objectives

Upon completion of the topic the student will be able to:

- 1.1 explain the concept/idea of food safety to other food handlers/employees/customers
- 1.2 discuss the types of hazards involved in food preparation
- 1.3 identify the challenges to food safety in their particular kind of food business operation
- 1.4 identify the factors that influence the growth of micro-organisms
- 1.5 illustrate by simulation/role-play, selected conditions that are associated with hazards in handling food.
- 1.6 explain what is meant by the “temperature danger zone” in food safety
- 1.7 identify the kinds of food borne illness that may result from unsafe food handling

Content

- The concept of food safety in the business environment
- The definition of “micro-organism”
- Factors that influence the growth of micro-organisms
- The definition of food borne illness

2.0 How Personal Hygiene Affects Food Safety

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify the kinds of organisms found on the human body, that may cause food contamination
- 2.2 illustrate the link between personal hygiene and food safety
- 2.3 demonstrate the principles of personal hygiene appropriate to safe food handling
- 2.4 explain why persons with the following conditions should not be involved in food preparation: fever, diarrhea, upset stomach, nausea, vomiting, sore throat, sinus infection, coughing, sneezing, dizziness
- 2.5 identify conditions and illnesses that must be reported to the employer or other authorities if the individual is a food handler

Content

- Principles of personal hygiene
- The linkages between personal hygiene and food safety
- Characteristics of food contamination

3.0 Sanitation Practices Relating to Purchasing and Receiving

Objectives

Upon completion of the topic the student will be able to:

- 3.1 explain the characteristics of safe sources in the context of food safety
- 3.2 identify safe sources of foods and food products
- 3.3 adjust receiving schedules in keeping with food safety time/temperature requirements
- 3.4 identify characteristics of wholesome foods and food products, by category: fruit & vegetables, canned foods, meats and poultry, eggs, fish, dairy products, dry goods
- 3.5 explain the safety implications of “critical dates” labeling, specifically the following: “expiry”, “use by”, “best by”, “manufactured on”, in keeping with national standards
- 3.6 identify what changes they need to make to existing practices in order to meet food safety requirements
- 3.7 participate constructively with employees and health personnel in food inspection activities

Content

- Safe sources of food and food products
- Local food safety standards

4.0 Safe Food Storage Practices

Objectives

Upon completion of the topic the student will be able to:

- 4.1 explain the meaning of storage in the context of food handling establishments and their supplier.
- 4.2 illustrate by example the types of food storage and their distinguishing characteristics
- 4.3 identify and maintain safe-zone temperatures for raw and cooked foods
- 4.4 store chemicals safely in relation to food components and food products
- 4.5 store food handling equipment and utensils safely
- 4.6 identify and discuss low cost, efficient storage strategies that are suited to the business operation

Content

- Types of food storage facilities
- Definition of “safe-zone”
- Sanitation of food handling equipment and utensils
- Cost effective storage

5.0 Safe Freezing, Thawing and Reheating

Objectives

Upon completion of the topic the student will be able to:

- 5.1 distinguish between cooking and reheating
- 5.2 practice safe reheating
- 5.3 practice safe methods of thawing
- 5.4 practice safe freezing
- 5.5 apply time-temperature principles in practical situations

Content

- Definition of cooking and reheating
- Safe methods of reheating
- Safe methods of thawing
- Safe methods of freezing

6.0 Cleaning and Sanitizing Practices to Promote Food Safety

Objectives

Upon completion of the topic the student will be able to:

- 6.1 differentiate between cleaning and sanitizing
- 6.2 explain what is meant by a food contact surface
- 6.3 identify the types of cleaning agents and sanitizers that may be used safely in a food handling operation
- 6.4 identify, plan, implement and monitor a basic cleaning schedule which ensures that areas, utensils and equipment are cleaned and sanitized
- 6.5 clean and sanitize based on the “3 sink principle”, using either a 3-compartment sink or a safe alternative
- 6.6 use cleaning agents and sanitizers safely in the food handling operation
- 6.7 store cleaning and sanitizing chemicals safely

6.8 store cleaned and sanitized items safely

Content

- Definition of cleaning
- Definition of sanitizing
- Cleaning agents and sanitizers
- Cleaning methods
- Sanitizing methods
- Methods of storing chemicals safely

7.0 Vector Control

Objectives

Upon completion of the topic the student will be able to:

- 7.1** describe the diseases that the vectors spread.
- 7.2** explain the indicators that show the presence of the vectors.
- 7.3** identify vector control measures.
- 7.4** explain and demonstrate the safe use of chemicals in vector control.

Content

- Definition of vector
- Methods of identification of vector presence
- Vector control methods

8.0 Legislation (Local and International)

Objectives

Upon completion of the topic the student will be able to:

- 8.1** differentiate between the Act and the Regulation.
- 8.2** list the relevant regulations and dates they were enacted.
- 8.3** outline the requirements for the registration and licensing of food premises and vehicles.
- 8.4** identify the legal requirements for the satisfactory layout of food establishment.
- 8.5** identify the penalties for the contravention of the regulations.
- 8.6** outline the functions of Environmental Health Officers as described in the regulations.

Content

- Environmental health regulations
- The functions of Environmental Health Officers

9.0 Principles of HACCP

Objectives

Upon completion of the topic the student will be able to:

- 9.1** define HACCP
- 9.2** describe the preparation processes that are involved in selected foods
- 9.3** create a basic flow diagram/description of selected preparation and serving processes
- 9.4** demonstrate safe ways of tasting, touching and smelling foods
- 9.5** identify the types of hazards that may occur in selected preparation and serving processes for a cooked food and a food that is served uncooked
- 9.6** identify the stages at which these hazards may occur in the processes of preparation and serving
- 9.7** distinguish between a “control point” and a “critical control point”
- 9.8** identify the critical control points in a “preparation flow” for a specific finished product typically prepared in the food establishment
- 9.9** outline preparation and serving practices to selected basic Health Services Regulations.
- 9.10** discuss the importance of the introduction to the principles of HACCP on the traditional methods of food purchasing, storage and preparation
- 9.11** describe the role of the local National Standards Institute and the Ministry of Health in implementing the guidelines articulated in HACCP

Content

- Definition of HACCP
- Definition of control point
- Definition of critical control point
- Relationship of HACCP to health regulation
- HACCP vs traditional approach to food preparation and service.

10.0 Food Preservation

Objectives

Upon completion of the topic the student will be able to:

- 10.1 define “food preservation”
- 10.2 state three principles of food preservation
- 10.3 define the term “additive”
- 10.4 describe at least four reasons for preserving food
- 10.5 discuss at least five methods of food preservation
- 10.6 define the terms “pasteurization” and “UHT”

Content

- Principles of food preservation
- Reasons for preserving food
- Methods of food preservation

11.0 Refuse/Waste Disposal

Objectives

Upon completion of the topic the student will be able to:

- 11.1 define the terms “refuse”, “rubbish”, “garbage” and “waste”
- 11.2 identify the different types of refuse
- 11.3 explain the characteristics/properties of refuse
- 11.4 discuss the storage of refuse before collection
- 11.5 identify final disposal sites
- 11.6 discuss suitable methods of solid and liquid waste disposal and state their advantages
- 11.7 identify potential hazards of improper waste disposal

Content

- Characteristics and types of refuse
- Storage of refuse
- Refuse disposal methods

12.0 Safety Issues

Objectives

Upon completion of the topic the student will be able to:

- 12.1 define the local legislation dealing with safety at work
- 12.2 describe the types of accidents that may occur and indicate the causes
- 12.3 discuss preventative measures
- 12.4 establish an accident prevention code

Content

- Local/regional legislation relating to safety at work
- Types of accidents that may occur in the work place
- Development of an accident code policy

13.0 Fires

Objectives

Upon completion of the topic the student will be able to:

- 13.1 discuss local fire regulations.
- 13.2 state the types of fire extinguishers that should be used for specific fires.
- 13.3 demonstrate the correct use of fire extinguishers.
- 13.4 explain procedures to be followed in case of fire.
- 13.5 recognize the importance of memorizing the emergency fire station number

Content

- Types of fires.
- Causes and prevention.
- Procedure in the handling of fires

14.0 Basic First Aid Techniques (Red Cross)

Objective

Upon completion of the topic the student will be able to:

- 14.1 describe simple first aid for minor burns, cuts electric shock and drowning casualties, etc.

Content

- Treatment of burns, cuts and electric shocks
- Resuscitation techniques

Instruction Format

Lecture
Discussion
Demonstration
Guest Lecturer
Field trips

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Assessment and Evaluation

- Sanitation and Safety
 - one group project – 10%
 - a mid-term test - 15%
- First-Aid
 - three practical assessments - 15%
- Final theory exam (combines the sanitation and safety and first aid components) - 60%

Recommended Text

Applied Food Service Sanitation, National Restaurant Association, Wiley, John & Sons.

Hygiene for Management. London: Highfield Publications, 1998. Springer, Richard A.

Food Poisoning and Food Hygiene. London: Arnold, 1998. Hobbs, Betty C. and Roberts, Diane

Food Hygiene, Health and Safety. London: Longman, 1998. Stretch, A and Southgate, H.

The Essential Guide to food Hygiene and Safety. Surrey: Eaton Publications, 1997. Aston, Graham and Tiffney, John.

Food Safety: A Guide to What You Really Need to Know, J M Hemminger; published in 2000 by Wiley-Blackwell

Principles of Food Sanitation (Food Science Text Series), 5th Edition 2006, N Marriott & R B Gravanni, published by Springer

HACCP and Sanitation in Restaurants and Food Service Operations, 2005L Arduser & D R Brown; Atlantic Pub. Group Inc.

Course Title: FOOD PREPARATION 1

Prerequisite:

Credits: 4

Overview

An introductory course to familiarize the students with the theory and practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation.

General Objectives

This course is designed to:

- 1 enable students to build confidence and fundamental practical skills in food preparation to acceptable market standards
- 2 develop an awareness of safe working environment and monitoring of safe practices
- 3 finish and critically assess products taking into account, design, colour, flavour and portion control.
- 4 become familiar with up-to-date food legislation affecting production and storage of products.

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 prepare a variety of food products and dishes according to world market standards
- 2 describe the principals of heat transfer in the cooking process

Topics

1.1 Orientation of Kitchen and Related Facilities

Objectives

Upon completion of the topic the student will be able to:

- 1.2 identify key personnel of areas
- 1.3 identify the different areas of the kitchen and name their functions
- 1.4 identify and locate storeroom

- 1.5 define the different types of storage facilities
- 1.6 identify dish washing and pot washing area

Content

- The Kitchen Brigade
- Kitchen and Store Room orientation

2.0 Equipment

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify large and small equipment
- 2.2 select and operate large and small equipment
- 2.3 identify and describe the function of hand tools and utensils
- 2.4 identify measuring devices
- 2.5 practice weighing and measuring techniques
- 2.6 operate dish washing machine
- 2.7 discuss methods of equipment care, cleaning and maintenance
- 2.8 implement equipment care, cleaning and maintenance

Content

- Kitchen equipment and utensils
- The care and maintenance of equipment

3.0 Kitchen Terminology

Objectives

Upon completion of the topic the student will be able to:

- 3.1 define local and French terms
- 3.2 define culinary terms

Content

- Local and French culinary terms

4.0 Maintenance and Handling of Knives

Objectives

Upon completion of the topic the student will be able to:

- 4.1 identify types of knives with:
 - b. straight blades
 - c. serrated edges
- 4.2 identify other cutting tools and related implements
- 4.3 keep knives clean complying with food safety relations
- 4.4 keep knives sharp, using safe sharpening methods
- 4.5 store knives correctly after use
- 4.6 carry out work in an organized, efficient and safe manner
- 4.7 select knives appropriate to the tasks and type of food
- 4.8 use cutting surfaces which are clean and ready to sue
- 4.9 handle knives safely
- 4.10 select and purchase knives

Content

- Knife identification
- Knife use and care

5.0 Methods of Cooking

Objectives

Upon completion of the topic the student will be able to:

- 5.1 describe conduction, convection and radiation
- 5.2 demonstrate the preparation and cooking of selection of dishes illustrating a variety of cooking methods.
- 5.3 define and describe the methods of cookery

Content

- Definition of conduction, convection and radiation
- Moist and dry methods of cookery

6.0 Herbs and Spices

Objectives

Upon completion of the topic the student will be able to:

- 6.1 recognize commonly used herbs and spices used in food processing
- 6.2 identify common herbs

Content

- Origins and cultivation of herbs and spices

7.0 Flavourings

Objectives

Upon completion of the topic the student will be able to:

- 7.1 describe and list ingredients for Bouquet Garni, Mirepois, Duxelle and Studded onion
- 7.2 demonstrate the use of the basic flavourings

Content

- Preparation of basic flavourings

8.0 Stocks and Soups

Objectives

Upon completion of the topic the student will be able to:

- 8.1 define white, brown fish stock
- 8.2 prepare, cook and reduce white, brown and fish stock.
- 8.3 define sauces and gravies
- 8.4 identify basic ingredients of the following sauces and define the methods of preparation:
 - d. brown
 - e. white
 - f. blond
 - g. independent
- 8.5 prepare and serve a variety of sauces and gravies according to established standards
- 8.6 name a variety of derivatives from each basic hot sauce.
- 8.7 discuss the use of convenience sauces
- 8.8 identify the derivatives of Mayonnaise Sauce and Hollandaise Sauce
- 8.9 describe common proprietary sauces and condiments
- 8.10 describe preparation methods and list ingredients of pan gravy and roast gravy
- 8.11 discuss the use of gravy browning and convenience gravies
- 8.12 prepare and serve a variety of cold sauces
- 8.13 identify dehydrated bases
- 8.14 make stock from concentrates
- 8.15 classify, name and prepare a various of soups

Content

- Classification of stocks
- Classification of sauces and gravies
- Classification of soups
- The use of convenience stocks, sauces, soups and gravies

9.0 Breakfast Cookery

Objectives

Upon completion of the topic the student will be able to:

- 9.1 identify and classify dairy products used in the preparation of breakfast
- 9.2 identify the different methods of cooking dairy products
- 9.3 prepare and serve a selection of egg dishes eg boiled, poached, fried, omelets, scrambled, eggs benedict
- 9.4 prepare and serve a selection of cold and hot cereals
- 9.5 prepare and serve a selection of cold and hot compotes
- 9.6 prepare and serve a selection of yoghurts
- 9.7 prepare and serve a selection of local fresh juices
- 9.8 prepare and serve a variety of porridges
- 9.9 identify and classify a variety of cheeses suitable for breakfast service
- 9.10 prepare and serve a range of local and international breakfast dishes including smoked and salted fish, bacon, sausages, ham, pork
- 9.11 prepare and serve a selection of breads, pancakes, breakfast pastries, scones and muffins

Content

- Classification of dairy products
- Methods used in the cooking of dairy products
- Egg cookery
- Classification of cereals and methods of making porridge
- Preparation of fruit and compotes and yoghurt
- Methods of preparing fish and meats for breakfast
- The presentation of dishes for breakfast

10.0 Sandwiches

Objectives

Upon completion of the topic the student will be able to:

- 10.1 identify basic ingredients for bread making
- 10.2 prepare, cook and serve bread and rolls
- 10.3 define the stages of methods of bread making
- 10.4 prepare and serve a variety of sandwiches in accordance with recipe and customer requirements
- 10.5 name the appropriate bread for different kinds of sandwiches.
- 10.6 suggest the appropriate fillings for different kinds of sandwiches
- 10.7 suggest suitable garnishes and presentation methods

Content

- Sandwiches
- Basic principles of bread making
- The history of the sandwich
- Classification of sandwiches
- Garnishes and presentation methods of sandwiches

11.0 Preparation and Service of Simple Appetizers

Objective

Upon completion of the topic the student will be able to:

- 11.1 prepare and serve a variety of simple appetizers in accordance with recipe and customer requirements:
 - simple appetizers
 - juices
 - fruits
 - cold (assorted vegetables)
 - hot (quiche, etc)

Content

- Classification of simple appetizers
- Preparation techniques

12.0 Vegetables

Objectives

Upon completion of the topic the student will be able to:

- 12.1 prepare, cook and serve fresh, frozen, preserved and pulse vegetables
- 12.2 prepare, cook and serve root, stem, flower, fruit, leaf, pulse, dried and fungi type vegetables
- 12.3 identify the types of vegetables
- 12.4 explain how to handle and store raw and cooked vegetables
- 12.5 explain the method of preparing, cooking and serving all types of vegetables
 - Fresh
 - Frozen
 - Convenience

Content

- Classification of vegetables
- The use of convenience vegetables
- Storage of vegetables

13.0 Fish and Seafood Cookery

Objectives

Upon completion of the topic the student will be able to:

- 13.1 classify and describe cuts/whole fish and shell fish suitable for cooking in the following methods: poaching, grilling, baking and frying
- 13.2 prepare a variety of fish dishes using the methods of poaching, grilling, shallow frying and baking.

Content

- Classification of fish and shellfish
- Cuts of fish
- Methods of cooking fish and shellfish

14.0 Meat and Poultry Cookery

Objectives

Upon completion of the topic the student will be able to:

- 14.1 define the term meat
- 14.2 identify cuts of meat and offal on blank illustrations of the carcasses of lamb, veal/beef, pork/ham
- 14.3 classify and describe suitable cuts of meat that can be prepared using the following methods stewing, boiling, braising, sautéing
- 14.4 prepare, serve and garnish a variety of meat dishes using the above methods of cookery
- 14.5 define the term poultry
- 14.6 describe, prepare, cook and garnish a variety of poultry dishes popular using the methods of poaching, deep frying, sautéing, roasting

Content

- Definition of meat
- Cooking methods of meat
- Cuts of meat
 - veal
 - beef
 - lamb
 - pork
- Definition of offal
- Cooking methods for offal
- Classification of poultry
- Cooking methods of poultry
- Cuts of poultry

15.0 Preparation of Desserts

Objectives

Upon completion of the topic the student will be able to:

- 15.1 classify and identify the types of desserts
- 15.2 prepare puddings, gelatin desserts, specialty desserts (soufflés, baked alaska, babas)
- 15.3 use convenient desserts

Content

- Classification and preparation of desserts
- Convenience desserts

15.0 Baking Bread and Rolls

Objectives

Upon completion of the topic the student will be able to:

- 15.1 identify the function and use of ingredients

- 15.2 classify baking products
 15.3 prepare, proof and bake bread and rolls

Content

- Classification of basic breads and doughs
- Preparation techniques for baking breads and rolls

16.0 Basic Pastry, Cakes and Cookies

Objectives

Upon completion of the topic the student will be able to:

- 16.1 prepare and bake pastry (short or flaky, sweet, choux, puff)
 16.2 prepare and bake cakes (butter type, sponge and angel types)
 16.3 prepare and apply frostings and icings
 16.4 prepare and bake basic cookies

Content

- Classification and preparation of basic pastries
- Preparation of basic sponges
- Preparation of basic frostings and icings
- Basic cookie making techniques

Instruction Format

Lecture
 Demonstration
 Practical Food Preparation

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Practical Professional Cookery, 3rd Edition, H L Crackwell & R J Kaufmann; published by Thomson Learning.

Theory of Catering, 9th Edition, Kinton & Cesarani, Published by Hodder and Stoughton.

The New Professional Chef, 7th Edition; Linda Glick Conway; published by the Culinary Institute of America, New York, Van Nostrand Reinhold

Food Preparation and Cooking, NVQ Levels 1 and 2; Roy Hayter. London Hotel and Catering Training Company and MacMillan Press Ltd.

Fundamentals of Menu Planning, 2nd Edition; McVety, Ware and Levesque.

The Theory of Hospitality and Catering, 12th Edition 2011, David Foskett & Patricia Paskins; published by Hodder Education

Practical Cookery: 50 Years of Practical Cookery, 12th Edition 2012, John Campbell (et al); published by Hodder Education

Resources

New Professional Chef, 7th Edition, Editor L G Conway; published by Culinary Institute of America (Van Nostrand Reinhold).

Equipment

12 inch Chef's knife
 1 Paring knife
 1 Boning knife
 1 Vegetable Peeler
 1 16 inch Piping **Bag**
 1 No. 8 Star Tube
 1 12 inch Spatula
 1 Pizza Wheel

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Course Title: FOOD & BEVERAGE SERVICE

Prerequisite:

Credits: 4

Overview

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

General Objectives

This course is designed to:

- 1 expose students to restaurant and bar service
- 2 enhance the students by developing their technical, practical and professional skills to allow them to function with minimum supervision
- 3 upgrade the sales and marketing skills so that the student may competently and confidently give suggestions to customers which will increase the profit base of the operation
- 4 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify and describe the various food and beverage service positions
- 2 describe and demonstrate selling skills required in a food and beverage operation.
- 3 perform various service styles.
- 4 identify types and functions of tableware.
- 5 demonstrate the various service techniques and management techniques.
- 6 calculate customer bills
- 7 demonstrate customer-handling skills.
- 8 prepare and present the check and file restaurant summary sheets.
- 9 outline duties and responsibilities of food and beverage service personnel.

Unit 1 – Basic Food Service Topics

1.0 Introduction to Food and Beverage Service Operations

Objectives

Upon completion of the topic the student will be able to:

- 1.1 outline the different types of food service organizations
- 1.2 describe staffing structures for various establishments
- 1.3 discuss the qualities of good food service staff and their responsibilities to the customer, management and fellow workers.
- 1.4 describe the importance of teamwork
- 1.5 describe the duties to be carried out by the restaurant staff
- 1.6 compile a job roster
- 1.7 explain the importance of courtesy, tact, patience and good humour in the working situation
- 1.8 describe the inter-relationship of the food and beverage department with other departments within the establishment.

Content

- Types of Service Organization
- Staffing
- Duties of the Restaurant Brigade
- Inter-relationship with other Departments

2.0 Types and Styles of Food Service

Objective

Upon completion of the topic the student will be able to:

- 2.1 describe the types and styles of food service offered by a variety of establishments

Content

- Cafeteria/snacks bars.
- American/Russian/French.
- Combination.
- Hospital and school meals service.

3.0 Equipment

Objectives

Upon completion of the topic the student will be able to:

- 3.1 identify large and small equipment in the food service and ancillary service areas
- 3.2 identify and describe the function and care of hand tools and equipment
- 3.3 explain the safety measures that should be taken when using equipment in the food service area
- 3.4 describe appropriate cleaning procedures for all equipment.

Content

- Large equipment.
- Small equipment.
- Hand tools and utensils.
- Safe equipment usage.
- Care and cleaning of equipment.

4.0 Menu Knowledge

Objectives

Upon completion of the topic the student will be able to:

- 4.1 define the term “menu”
- 4.2 name the different kinds of menus
- 4.3 explain a variety of menu terms
- 4.4 identify foods that may be cooked to order and indicate the cooking times
- 4.5 identify terms that are used to denote the degree of cooking required.
- 4.6 identify and describe the major points that should be considered when compiling a menu.

Content

- Brief history.
- Types of menu:
 - table d’hote
 - a la carte
 - special
- Menu terminology
- Factors affecting menu compilation.

5.0 Menu Composition

Objectives

Upon completion of the topic the student will be able to:

- 5.1 classify and describe a variety of dishes and name their accompaniment
- 5.2 identify the necessary equipment for lay-up and service of particular course.
- 5.3 discuss reasons for the sequence of courses, and give examples of smaller menu compositions.
- 5.4 explain the factors affecting the customer’s choice of a meal
- 5.5 identify the courses that form the menu for breakfast, luncheon, dinner and indicate their usual order.

Content

- Appetizers
- Soups
- Fish dishes
- Poultry and game
- Vegetables
- Salads
- Sweets
- Cheese
- Fresh fruit.
- After dinner candies.

6.0 Preparation and Service of Non-Alcoholic Beverage

Objective

Upon completion of the topic the student will be able to:

- 6.1 classify and describe methods of preparation and service of non-alcoholic beverages.

Content

- Tea and variations.
- Coffee and variations.
- Chocolate and malted milk.
- Mineral waters.
 - natural
 - manufactured
- Syrups.
- Fruit juices.

- Squashes.

7.0 Stillroom Preparations

Objectives

Upon completion of the topic the student will be able to:

- 7.1 describe the correct procedures for preparing pots, pats, and curls of butter
- 7.2 identify a variety of toasts and indicate which dishes they accompany
- 7.3 describe the methods of preparing limes, lemons and oranges for service with tea, etc.
- 7.4 suggest methods of preparing the salt cruet to ensure that the salt flows freely.
- 7.5 define the term “proprietary sauce”.
- 7.6 identify a variety of brands of proprietary sauces
- 7.7 classify and name popular jams and jellies and preserves, and indicate the meals in which they will be served.

Content

- Butter.
- Toasts and breads.
- Milk, sugar (for coffee and tea).
- Sliced lemon and orange.
- Condiments.
- Proprietary sauces
- Jellies, preserves, etc.

8.0 Preparation of the Dining Room for Food Service

Objectives

Upon completion of the topic the student will be able to:

- 8.1 discuss the procedures for preparing the dining room for service.
- 8.2 illustrate suitable table arrangements for the dining room taking into consideration, the room size, type and style of service and space allocation per person.
- 8.3 select the appropriate table linens
- 8.4 describe the appropriate table linens
- 8.5 explain reasons for the careful handling of linens

- 8.6 discuss methods of bundling linen for the laundry.
- 8.7 identify a variety of napkin folds and suggest when they can be best used
- 8.8 describe the reasons for careful handling of napkins
- 8.9 describe a variety of glasses
- 8.10 discuss the use of table decorations/buffet decorations
- 8.11 identify the appropriate crockery, cutlery and flatware for the service of specific meals and describe their functions.
- 8.12 identify the items required for complete table settings for the service of breakfast, luncheon and dinner

Content

- Preparation procedures.
- Table arrangement.
- Linen.
- Napkin folds.
- Glassware.
- Floral arrangements.
- Crockery, cutlery and flatware.
- Table settings: breakfast setting; luncheon setting; dinner setting and special occasions

9.0 The Service Procedures

Objectives

Upon completion of the topic the student will be able to:

- 9.1 describe the service procedure
- 9.2 interpret the daily menus
- 9.3 describe a variety of methods of serving rolls
- 9.4 describe methods of preparing water for service.
- 9.5 outline how to take a customer’s order correctly and discuss reasons why orders should be written clearly.
- 9.6 describe clearing techniques of crockery, cutlery and flatware.
- 9.7 discuss a variety of techniques of serving desserts.
- 9.8 discuss methods of serving tea and coffee.
- 9.9 discuss methods of presenting the bill.

Content

- Greeting and seating.
- Present the menu.
- Offering rolls and butter.
- Pouring water.
- Taking the order.
- Removing excess cutlery and flatware (in the case of table d’hote) or placing cutlery and flatware (in the case of a la carte).
- Service and clearing of all courses up to and including main course.
- Crumbing down.
- Service of dessert.
- Presentation of bills.

10.0 Methods of Payment of Bills

Objectives

Upon completion of the topic the student will be able to:

- 10.1** identify the methods in which customers may pay for their meals
- 10.2** calculate the authorized additional percentages
- 10.3** discuss the correct procedures of handling cash, and the correct use of the cash register.

Content

- Vouchers
- Credit cards
- Cash
- Cheques
- Correct handling of cash

11.0 Social Skills

Objectives

Upon completion of the topic the student will be able to:

- 11.1** discuss the social skills that are necessary for the smooth running of the restaurant.
- 11.2** discuss methods of dealing with customer complaints, and unusual situations.

Content

- Human relations
- Handling customer complaints

Unit 2 – Advanced Food Service

Topics

12.0 Gueridon Service

Objective

Upon completion of the topic the student will be able to:

- 12.1** clear, prepare and light lamp and generally handle the gueridon inside a crowded dining room

Content

- Techniques of preparation used in Gueridon service

13.0 Special Service

Objective

Upon completion of the topic the student will be able to:

- 13.1** prepare dishes for special occasions

Content

- Preparation methods of dishes used for special occasions

14.0 Flambé

Objectives

Upon completion of the topic the student will be able to:

- 14.1** set up trolley
- 14.2** prepare and serve a variety of flambe dishes using recipes

Content

- The trolley
- Preparation methods of flambé dishes

15.0 Service

Objectives

Upon completion of the topic the student will be able to:

- 15.1** Prepare the gueridon and perform the following tasks:
- peel hard fruit
 - peel citrus fruit
 - peel bananas
 - slice and sugar citrus fruit
 - slice and sugar hard fruit
 - prepare honey-dew melon
 - dress fresh fruit salad with liqueur
- 15.2** make and serve correctly salad dressings from the side table and toss and serve salads
- 15.3** carve cold meat from gueridon or buffet in the correct hygienic method and in a manner acceptable to customers.

Content

- Preparation of various fruits
- Service and preparation of salads
- Carving
- Sanitation

16.0 Function and Outdoor Catering

Objectives

Upon completion of the topic the student will be able to:

- 16.1** set up a variety of buffet table and serve from the buffet
- 16.2** plan, organize and serve at a variety of functions

Content

- Techniques used in setting buffet tables
- Service at buffet tables

17.0 Specialty Liqueurs

Objective

Upon completion of the topic the student will be able to:

- 17.1** serve liqueurs including some that are flamed

Content

- Service methods used for liqueurs

18.0 Cocktail Parties

Objective

Upon completion of the topic the student will be able to:

- 18.1** serve a variety of savouries, canapés and hors d'oeuvres at a cocktail party.

Content

- Service methods utilized at cocktail parties

Instruction Format

- Lecture
- Discussion
- Demonstration
- Multi-media presentations

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Food and Beverage Service, 9th Edition 2014, D Lillicrap R Dennis and Cousins a John; published by Hodder and Stoughton.

The Waiter and Waitress Training Manual, 4th Edition, Sandra J Dahmer, Kurt W Kahl.

Fundamentals of Menu Planning, 2nd Edition;
McVety, Ware and Levesque.

The Theory of Hospitality and Catering, 2011, D
Foskett & P Paskins, published by Hodder Education

Practical Cookery: 50 Years of Practical Cookery 12th
Edition 2012, J Campbell (et al), published Hodder
Education

Food and Beverage Service, 9th Edition 2014, J
Cousins, D Lillicrap & S Weekes, published by
Hodder Education

Resources

Remarkable Service, Culinary Institute of America;
published by Wiley and Sons.

Food and Beverage Operation Cost Control and
Systems Management, C Levinson; published by
Prentice Hall.

CTISP Restaurant Server

CTISP Banquet Server

Videos

Tea: A Revolution Brewing - BBC World News TV
Documentary – 2014 -
<https://www.youtube.com/watch?v=aHXkmzikuI4&index=2&list=FL09rnhbNIEKeHNMISuHDr0w>

Preparing the Table for Formal service -
<https://www.youtube.com/watch?v=5d6BzjhTrZ4&index=5&list=FL09rnhbNIEKeHNMISuHDr0w>

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Course Title: APPLIED INFORMATION TECHNOLOGY

Prerequisite: None

Credits: 3

Overview

This course is designed to provide students with the knowledge of the range applications of computers in education, generally and in the hospitality industry. Hardware and software components will be examined.

General Objectives

This course is designed to:

- 1 sensitize the student to the concept of “information”, its meaning, application and function
- 2 give the student an insight into the world of computers, and a basic explanation of some of the jargon used in the discipline
- 3 give the student hands on experience to the operation of various aspects of a property management system
- 4 sensitize the student to the various interfaces of property management systems and the practical application of such interfaces

Learning Objectives

Upon successful completion of this course, the learner will:

- 1 sensitize the student to the concept of “information”, its meaning, application and function
- 2 give the student an insight into the world of computers, and a basic explanation of some of the jargon used in the discipline
- 3 give the student hands on experience to the operation of various aspects of a property management system
- 4 sensitize the student to the various interfaces of property management systems and the practical application of such interfaces

Topics

1.0 Computer Hardware

Objectives

Upon completion of the topic the student will be able to:

- 1.1 describe the various components of computer hardware;
- 1.2 list functions of the various categories of devices;
- 1.3 explain how the CPU functions;
- 1.4 explain the uses of primary and secondary storage;
- 1.5 list various types of input and output devices;
- 1.6 describe the various types of storage media;
- 1.7 define various measurements used in the computer field – bits, byte, kilobyte, megabyte, gigabyte, hertz, megahertz, gigahertz

Content

- Computer hardware
- The functions of categories of devices
- The functions of the CPU
- Uses of primary and secondary storage
- Input and output devices
- Storage of information
- Measurements in the computer field

2.0 Computer Software

Objectives

Upon completion of the topic the student will be able to:

- 2.1 explain what is a computer program;
- 2.2 explain what is meant by software;
- 2.3 distinguish between system and application software;
- 2.4 explain how the operating system functions;
- 2.5 explain the need for generalized and specialized software;
- 2.6 list some specialized software, their usefulness and limitations;
- 2.7 format CDs, copy and backup files;
- 2.8 install a software package which is to be used to aid instruction.
- 2.9 list the essential commands of the software;

- 2.10 list some specialized software, their usefulness and limitations;
- 2.11 explain the purpose of the software;
- 2.12 explain how the software is executed;
- 2.13 explain the usefulness of the software;
- 2.14 explain the limitations of the software.
- 2.15 carry out the varied functions of file management
- 2.16 create and retrieve needed information with the appropriate software packages;
- 2.17 competently use a Microsoft Windows Operating system

Content

- Definition of computer programs
- Systems and application software
- The function of the operating system
- The uses of generalized and specialized software
- Formatting CDs
- File management
- The installation and purpose of software packages used for instruction
- The usefulness and limitations of this software

3.0 Representation of Data

Objectives

Upon completion of the topic the student will be able to:

- 3.1 define byte, field, record, file;
- 3.2 explain sequential and random access of a file;
- 3.3 explain how data is stored on media;
- 3.4 explain the term “word”;
- 3.5 convert decimal numbers to binary and hexadecimal.

Content

- Definition of “byte”, “field”, “record” and “file”
- Definition of “word”
- Accessing a file
- Storage of information
- Storage media
- Binary and Hexadecimal numbers

4.0 Operating Systems

Objectives

Upon completion of the topic the student will be able to:

- 4.1 boot up a computer from hard drive or CD drive;
- 4.2 format CD;
- 4.3 save and retrieve files;
- 4.4 copy files from one drive to another;
- 4.5 create directories and more files between directories;
- 4.6 manipulate data in DOS and Windows

Content

- Booting the computer
- Formatting a CD
- Handling files
- Data manipulation using different operating systems

5.0 Database Management

Objectives

Upon completion of the topic the student will be able to:

- 5.1 start up a relational database management program;
- 5.2 create a database;
- 5.3 add and delete records from a database;
- 5.4 sort a database;
- 5.5 display all the records of specified records from the database;
- 5.6 print reports from the database.

Content

- An introduction to a relational database program
- Handling information using a database program

6.0 Spreadsheet Management

Objectives

Upon completion of the topic the student will be able to:

- 6.1 start a spreadsheet program;
- 6.2 use the toolbars and menus;
- 6.3 use the help facility;
- 6.4 create a worksheet;
- 6.5 save and retrieve a spreadsheet file;
- 6.6 manipulate data in a spreadsheet program
- 6.7 explain the data types;
- 6.8 enter text and numbers;
- 6.9 enter formulas and functions;
- 6.10 use the spreadsheet functions;
- 6.11 sort data in the spreadsheet
- 6.12 insert and delete rows and columns;
- 6.13 use the program to create graphs and charts
- 6.14 discuss the possibility of spreadsheet in education;
- 6.15 print spreadsheet information

Content

- Starting and using a spreadsheet program
- Manipulating data in a spreadsheet program
- Identifying data types
- Printing data

7.0 Word Processing and Desktop Publishing

Objectives

Upon completion of the topic the student will be able to:

- 7.1 start a word processing program;
- 7.2 create and edit a document;
- 7.3 insert and delete characters, words, paragraphs and blocks of text;
- 7.4 move and copy blocks of text;
- 7.5 save and retrieve a document;
- 7.6 change the appearance of text;
- 7.7 print a text file;
- 7.8 use a word process to prepare course materials.

Content

- Starting and using a word processing program
- Manipulating data using a word processing program

- Manipulating files using a word processing program
- Printing data
- Preparing course material

8.0 Use of Generalized Software to Create Computer Aided Instruction Applications

Objectives

Upon completion of the topic the student will be able to:

- 8.1 use a database management program to create a knowledge base for a given subject;
- 8.2 develop a structure for a knowledge base for a subject;
- 8.3 update the database;
- 8.4 explain how the database is accessed, and updated by a user;
- 8.5 use the spreadsheet management program to demonstrate graphs and charts;
- 8.6 use the spreadsheet to demonstrate the use of mathematical functions;
- 8.7 use the word processor to develop writing skills;
- 8.8 use the word processor to improve spelling.

Content

- Software used to create computer aided instruction applications
 - Database management program
 - Spreadsheet management
 - Word processing program

9.0 Presentation

Objectives

Upon completion of the topic the student will be able to:

- 9.1 start a presentation program
- 9.2 define presentation software terms
- 9.3 create and edit a presentation
- 9.4 save and retrieve a presentation document
- 9.5 work with various program objects and graphics
- 9.6 various selection methods, and uses of selection techniques
- 9.7 print handouts
- 9.8 competently carry out a presentation using technology

Content

- Presentation programs
- Presentation software terms
- Creating and editing of presentations
- Retrieving presentation documents
- Working with program objects and graphics
- Selection methods and techniques
- Printing handouts
- How to execute a presentation

10.0 Internet

Upon completion of the topic the student will be able to:

- 10.1** define the internet and describe how it works
- 10.2** distinguish between the web and the internet
- 10.3** explain virus alerts
- 10.4** define the terms internet address, URLs, Hostnames
- 10.5** use search engines
- 10.6** use of email and messaging
- 10.7** demonstrate respectful use the internet

Content

- Introduction to the internet
- Overview of the web and the internet
- Virus alerts
- Internet address, URLs, Hostnames
- Search engines
- Email and messaging
- Respectful use of the internet

11.0 Property Management Systems

Objectives

Upon completion of the topic the student will be able to:

- 11.1** Reservations Management
 - Demonstrate how to access the electronic reservation chart
 - Record and verbally state a forecast for a specified period
 - Show how to deduce the room availability
 - Create an electronic reservation
 - Demonstrate imputing the components that guide the system in calculating room pricing

- type of room
- no. of persons
- arrival date
- departure date
- meal plan
- guest type

11.2 Rooms Management

- Demonstrate changing the housekeeping room statuses, for example:
 - VD to VC
 - OD to OC
 - OOO to VR
- Demonstrate how to register a walk-in-guest
- Demonstrate how to retrieve and register guaranteed reservations
- Show how to make room assignments

11.3 Guest Account Management

- Post charges for goods and services daily to:
 - Master folios
 - Non-guest folios
 - Guest folios
- Monitor credit balances, daily
 - Establish credit limits
 - Demonstrate how to complete an employee audit

11.4 General Management

- Retrieve and print revenue analysis reports on request
- Retrieve and state operating statistics on request
 - Occupancy
 - Nationality, etc
- Maintain guest histories
- Utilize histories to enhance customer service

Content

- Electronically managing:
 - Reservations
 - Housekeeping rooms status
 - Guest accounting
 - General information

12.0 Departmental Interfaces

Objectives

Upon completion of the topic the student will be able to:

12.1 Back Office Interfaces

- Record Account Receivables
- Record Account Payables
- Process time and attendance records
- Process tax withholdings
- Process pay distributions
- Produce a balance sheet
- Produce an Income statement
- Print transactional analysis reports

12.2 Front Office Interfaces

- Compare electronic postings to hard copy totals
- Activate in-room telephone access after electronic registration
- Deactivate in-room telephone access at departure
- Transfer all direct debit bills to city ledger at departure
- Zero out guest bills at departure

Content

- Back office interfaces
- Front office interfaces

Instructional Methodology

Lecture
Demonstrations

Assessment and Evaluation

- Six assessments in the following areas (60%):
 - Introduction to basics
 - File management
 - Word Processing
 - Spread Sheets
 - Presentation
 - Database
- One comprehensive project worth 35%
- Participation – 5%

Recommended Text

Computer Literacy and Information Technology:
How to Make Computers Work for You; RSA;
Heinemann Educational Books

Resources

Tutor Notes
Computer Applications

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Course Title: QUALITY CUSTOMER CARE

Prerequisite: None

Credits: 3

Overview

This introductory course is designed to sensitize students to the crucial role that quality customer service plays in the success of organizations. The importance of delivering quality customer service consistently will be emphasized. Strategies and techniques designed to maintain and exceed customer expectations and thereby enhance customer value and build customer loyalty will be examined. The role of the service provider and the importance of attitude and professionalism will also be explored.

General Objectives

This course is designed to:

- 1 create an appreciation of the importance of quality customer care for the customer (internal and external), organization and staff
- 2 assist in improving quality customer service techniques
- 3 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify the principles of quality customer service
- 2 identify the differences between customers' needs, wants and desires
- 3 explain how attitudes and habits affect service
- 4 demonstrate the art of dealing with difficult customers
- 5 identify what adds value to the customer's experience
- 6 discuss the importance of listening to the customer
- 7 explain the importance of projecting a professional image
- 8 explain the importance of projecting professionalism on the telephone
- 9 discuss the importance of building winning relationships at work through teamwork

- 10 explain the importance of building customer loyalty
- 11 identify best practices in customer service in the region.

Topics

1.0 Principles of Quality Customer Care

Objectives

Upon completion of the topic the student will be able to:

- 1.1 distinguish between traditional customers service and quality customer service
- 1.2 discuss why quality is important
- 1.3 identify the six key elements to quality customer service
- 1.4 explain the meaning of the word "Perception"
- 1.5 identify the major components of good service

Content

- Traditional customers service vs quality customer service
- The importance of quality customer service
- Key elements to quality customer service
- Definition of "Perception"

2.0 Knowing the Customer

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify what distinguishes a good service company from a mediocre service company
- 2.2 identify the four (4) types of customers
- 2.3 distinguish between internal and external customers
- 2.4 identify the eight (8) fundamental needs of customers
- 2.5 identify five (5) major factors customers use to "RRATE" service quality
- 2.6 identify the eight (8) components of the customer's "Bill of Rights"

Content

- Good service company vs. mediocre service company

- Types of customers
- Internal vs. external customers
- Fundamental needs of customers
- Major factors used to RRATE service quality
- Customers' "Bill of Rights"

3.0 Attitudes and Habits and Their Effects On Service

Objectives

Upon completion of the topic the student will be able to:

- 3.1 define the word "attitude"
- 3.2 define the word "habit"
- 3.3 distinguish between positive and negative attitudes
- 3.4 demonstrate the behaviour patterns associated with a positive disposition
- 3.5 demonstrate the behaviour patterns associated with negative disposition
- 3.6 discuss the advantages of a good attitude to:
 - the service provider
 - the customer
 - the organization
- 3.7 identify the messages that a service provider transmits to customers in face-to-face encounters and over-the-phone interactions
- 3.8 identify the six (6) major reasons why some customers do not go back to do business with an organization.

Content

- Definition of "attitude"
- Definition of "habit"
- Positive vs negative attitudes
- Behaviour patterns
- Advantages of a good attitude
- Body language
- Why businesses lose customers

4.0 Dealing with Difficult Customers

Objectives

Upon completion of the topic the student will be able to:

- 4.1 identify the four (4) major reasons why customers get upset

- 4.2 identify the four (4) types of difficult customers
- 4.3 discuss the hierarchy of important outcomes from the service encounter
- 4.4 discuss the conceptual framework of service recovery and fallout
- 4.5 identify strategies to address customer dissatisfaction/service recovery and fallout
- 4.6 demonstrate and explain how to successfully handle customer complaints by using the seven-step (7-step) Customer Complaints Resolution Model
- 4.7 distinguish between "listening" and "hearing"
- 4.8 explain why listening to customers is crucial to the delivery of quality customer service
- 4.9 identify the five (5) steps to active listening
- 4.10 identify the strategies for effective listening/active listening

Content

- Dissatisfied customers
- Difficult customers
- The service encounter
- Service recovery and fallout
- Strategies addressing customer dissatisfaction, service recovery and fallout
- Handling customer complaints
- Listening vs hearing
- The importance of listening to delivering quality customer service
- What is a good listener
- What makes an active listener
- Strategies for effective and active listening

5.0 Customer Value

Objectives

Upon completion of the topic the student will be able to:

- 5.1 define the term "customer value"
- 5.2 identify the factors that will enhance customer value
- 5.3 identify the strategies that a company can employ in order to deliver extraordinary customer responsiveness
- 5.4 identify the eight (8) ways service providers can deliver prompt service
- 5.5 identify the eight (8) "Hows" of delivering quality service

- 5.7 identify the ten (10) components of “The House of Service Quality”
- 5.8 identify the six (6) strategies service providers can use to re-programme themselves for effective customer relations.
- 5.9 identify the eight (8) principles of hospitality

Content

- Customer value
- Enhancing customer value
- Delivering extraordinary customer responsiveness
- Ways to deliver prompt customer service
- How to deliver quality service
- “The House of Service Quality”
- Effective customer relations
- Principles of hospitality

6.0 Projecting a Professional Image

Objectives

Upon completion of the topic the student will be able to:

- 6.1 define the word ”professionalism”
- 6.2 define the word ”professional”
- 6.3 explain the meaning behind the word P R O F E S S I O N A L
- 6.4 list the eight (8) guidelines to developing professionalism at the workplace
- 6.5 identify the eight (8) ways service providers can deliver prompt service
- 6.6 identify the six (6) strategies service providers can use to re-programme themselves for effective customer relations

Content

- Definition of “professionalism”
- Definition of “professional”
- The acronym PROFESSIONAL
- Professionalism at work
- Delivering prompt service

7.0 Projecting Professionalism on the Telephone and Online

Objectives

Upon completion of the topic the student will be able to:

- 7.1 explain the importance of projecting professionalism on the phone
- 7.2 explain the importance of positive, service oriented telephone dialogue
- 7.3 effectively use the recognized skills and ideas when interacting with the customers on the phone
- 7.4 explain the basic telephone standards for delivering quality customer service
- 7.5 identify the thirty (30) actions steps for telephone courtesy
- 7.6 explain the importance of professionalism as it relates to online communication

Content

- Telephone etiquette
- Positive and service oriented telephone dialogue
- Dealing with customers on the phone
- The role of the telephone in delivering quality customer service
- Steps to telephone courtesy
- Online communication

8.0 Teamwork

Objectives

Upon completion of the topic the student will be able to:

- 8.1 define the word “teamwork”
- 8.2 explain the role of teamwork in building relations
- 8.3 identify the advantages of teamwork
- 8.4 describe the disadvantages of poor teamwork
- 8.5 identify the six (6) components of great teamwork
- 8.6 discuss the importance of teamwork in the delivery of customer care

Content

- Definition of “teamwork”
- The role of teamwork in building relations
- Advantages and disadvantages of teamwork
- Components of great teamwork
- The importance of teamwork in the delivery of customer care

9.0 Building Customer Loyalty

Objectives

Upon completion of the topic the student will be able to:

- 9.1 identify the four (4) types of customers
- 9.2 define the term “customer loyalty”
- 9.3 discuss the importance of listening to the customer
- 9.4 discuss the importance of process and procedure (and not just smiles) in delivering quality customer service
- 9.5 explain the impact of “total quality focus” on customer loyalty
- 9.6 explain how proactive approaches to customer contact impact customer loyalty
- 9.7 explain how service guarantees impact customer loyalty

Content

- Types of customers
- Definition of “customer loyalty”
- Total quality focus
- Proactive approaches to customer contact
- How service guarantees impact customer loyalty

10.0 Best Practices in Customer Service – Examples from the Caribbean

Objectives

Upon completion of the topic the student will be able to:

- 10.1 define the term “best practice”
- 10.2 describe the limitations of the definitions
- 10.3 identify the twenty (20) best practices in customer service throughout the region
- 10.4 describe the advantages and limitations of benchmarking best practices
- 10.5 Customer Indices

Content

- Definition of “best practice”
- Limitations of “the definition of “best practice”
- “Best practices” in customer services throughout the region

- Advantages and disadvantages of benchmarking “best practices”

Assessment & Evaluation

The final grade for this course is determined as follows:

- In-class participation (group work) 30%
- Homework Assignment 30%
- Final examination - 40%

Recommended Text

Quality Customer Care for the Caribbean,
Dr. Ben Henry

Resources

Carl Sewell and Paul B Brown, Customers for Life. New York: Doubleday Currency, 1990.

J Griffin, Customer Loyalty: How to Earn It, How to Keep It. Jossey-Bass, San Francisco, CA, 1995

B a Gutek, the Dynamics of Service. Reflections on the Changing Nature of Customer/Provider Interactions. Jossey-Bass Publishers, San Francisco, CA, 1995

William Martin, Quality Customer Service. Crisp Publications, Menlo Park, CA, 1990

Lloyd Finch, Telephone Courtesy and Customer Service, Crisp Publications, Menlo Park, CA, 1990

Guest Service in the Hospitality Industry, 2012, P J Bagdan; published by Wiley

The World of Customer Service, 3rd Edition 2011. P Gibson; published by Cengage Learning

Customer Service for Hospitality and Tourism, 2013, S L Hudson; published by Goodfellow Ltd.

Journal of Retailing

Journal of Marketing

Journal of Marketing Research

Journal of the Academy of Marketing Science

Journal of Consumer Marketing

Service Industries Journal

International Journal of Service Industry
Management

Journal of Professional Services Marketing

Cornell Hotel and Restaurant Administration
Quarterly

International Journal of Contemporary Hospitality
Management

Irish Marketing Review

Harvard Business Review

Journal of Managerial Issues

Journal of Customer Service

Attendance

Students are encouraged to attend all class sessions, as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Course Title: FOOD SCIENCE & NUTRITION

Prerequisite: Sanitation, Safety and Hygiene

Credits: 3

Overview

This course will examine the scientific method and the chemical and physical changes that occur during preparation, processing and storage of food products. Basic principles of nutrition, and micro-biology as it relates to chemical and physical changes to food will also be examined.

General Objectives

This course is designed to assist students to:

- 1 emphasize the importance of scientific knowledge to food preparation
- 2 recognize the role of food service providers in relation to customers’ wants and needs
- 3 raise awareness of the relevant concerns regarding diets and healthy eating
- 4 select commodities, work out combinations and cookery methods that provide for specified dietary needs.

Learning Outcomes

Upon completion of the topic the student will be able to:

- 1 discuss the basic concepts of nutrition and food science and their importance in food preparation and storage.
- 2 demonstrate proper procedures while preparing food for public consumption
- 3 distinguish between the facts and myths about nutrition as they relate to ethnicity, religion and health challenges
- 4 analyze the laws and their relationship to consumer protection
- 5 discuss the changes that occur to food products during production and storage.
- 6 prepare written reports on food quality using the principle method of food science.
- 7 execute scientifically sound experiments to evaluate ingredient functionality and changes that occur to food products during production and storage.

- 8 Prepare a selection of dishes suitable for persons requiring special diets such as vegetarians, vegans, diabetics, high cholesterol, salt free, lactose intolerant

Topics

1.0 Basic Anatomy and the Importance of Good Nutrition

Objectives

Upon completion of the topic the student will be able to:

- 1.1 define nutrients
- 1.2 outline functions of nutrients and identify their sources
- 1.3 define and discuss the term “nutrition” and its importance in the Culinary Arts
- 1.4 discuss the fundamentals of human structure and function
- 1.5 differentiate between nutrition and malnutrition
- 1.6 define human nutrition
- 1.7 discuss nutrition related diseases
- 1.8 discuss nutrition as it relates to vegetarians
- 1.9 discuss ethnic and religious challenges to nutrition
- 1.10 discuss what is meant by food allergens
- 1.11 discuss the effects of heat, oxidation, water, alkali on nutritional elements.

Content

- Principles of nutrition
- Human structure and function
- Challenges to human nutrition

2.0 Principles of Chemistry and Microbiology in the Preparation of Food

Objectives

Upon completion of the topic the student will be able to:

- 2.1 discuss the chemistry of food composition
- 2.2 discuss the function of fats, proteins and carbohydrates
- 2.3 identify enzymes, flavours, colours, vitamins and food additives

- 2.4 sample a variety of foods that include food additives
- 2.5 discuss food laws and regulations
- 2.6 state the basic local labeling requirements and nutritional labeling

Content

- The effects of cooking on a variety of foods
- The use of additives in food
- Legislation relating to food

3.0 Chemistry and Preservation of Foods

Objectives

Upon completion of the topic the student will be able to:

- 3.1 define food preservation
- 3.2 discuss the shelf life of food commodities and some beneficial/harmful events in the microbiology of foods
- 3.3 discuss alcoholic, acetic acid, yeast and lactic acid fermentation
- 3.4 define “food spoilage”
- 3.5 identify food-borne and waterborne pathogens
- 3.6 explain and describe microbial growth
- 3.7 discuss sensory evaluation of food commodities

Content

- Food spoilage
- Fermentation
- Food-borne and water-borne pathogens and microbial growth in foods

4.0 Principles of HACCP

Objective

Upon completion of the topic the student will be able to:

- 4.1 discuss practical application of HACCP.

Content

- The importance of HACCP
- The application of HACCP

5.0 Chemical and Physical Changes to Foods

Objective

Upon completion of the topic the student will be able to:

- 5.1 analyze the chemical and physical changes that occur in a variety of food commodities when processed:
 - Colour and texture of vegetables.
 - Wheat and egg products.
 - Starches and gelatin
 - Dairy products.
 - Enzyme proteins.
 - Meat proteins.
 - Fruit ripening.

Content

- Analysis of chemical and physical changes that occur in food commodities when processed

6.0 Preparation of Specialty Diets

Objectives

Upon completion of the topic the student will be able to:

- 6.1 identify and classify the unique ingredients for each special diet
- 6.2 identify the different methods of cookery that will be encountered in the preparation of these special dishes
- 6.3 prepare, cook and present a buffet consisting of a variety of dishes suitable for vegetarians, vegans, diabetics, high cholesterol, salt-free and lactose intolerant persons

Content

- Vegetarian cookery
- Diabetic cookery
- Low-cholesterol diets
- Diet for persons who are hypertensive
- Cookery for the lactose intolerant

Instruction Format

Lectures
Practical exercises

Visual aids
Discussions
Demonstrations
Labs

Assessment and Evaluation

- Two (2) quizzes – 30%0%
- One group assignment - 30%
- A final examination – 40%60%

Recommended Texts

The Theory of Hospitality and Catering, 2011, David Foskett and P Paskins; published by Hodder Education.

Nutrition Made Simple; Versada S. Campbell and Dinesh P. Sinha

Science of Food; John Wiley and Sons

Nutrition for Foodservice Culinary Professionals, 8th Edition 2013, K E Drummond & L M Brefere. Published by Wiley.

Nutrition your Life Science, 1st Edition 2012, J Turley & J Thompson; published by Cengage Learning

Resources

Nutrition for Food Service and Culinary Professionals, K E Drummond and L M Brefere; published by Wiley and Sons.

Introductory Foods; Bennion, Marion, Prentice Hall.

On Food and Cooking, Harold McGee.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Course Title: INTERNATIONAL CUISINE

Prerequisite: All food preparation courses

Credits: 4

Overview

This course will focus on foods and cooking styles of many nations. Menu production reflecting on nations that have impacted international cuisines will be examined.

General Objectives

This course is designed to:

- 1 expose students to a variety of international cuisines
- 2 familiarize students with the culture and commodities used by different nationalities
- 3 create opportunities for students to be innovative in the implementation of international dining experiences
- 4 enable students to finish and critically assess products taking into account, design, colour, flavour and portion control
- 5 familiarize students with up-to-date food legislation affecting production and storage of products.

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 prepare a variety of international dishes.
- 2 identify international products.
- 3 demonstrate the skills required to produce international menus.
- 4 compare dishes from different countries.

Topics

Cuisines of the world:

- 1.0 Caribbean
- 2.0 Asia and the Far East
- 3.0 France and other European countries
- 4.0 Japanese
- 5.0 North American countries
- 6.0 Special dietary cuisines

Content

- International commodities
- Preparation techniques

Instruction Format

Lecture
 Demonstration
 Practice
 Video
 Multi-media presentations

Assessment & Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Food Style: the Art of Presenting Food Beautifully, Molly Siple and Irene Sax

Garnishing: the Basics and Beyond, Constance Quan

Resources

Classic Caribbean Cooking, Sharon Atkins

Caribbean and African Cookery, Rosamund Grant

Creole Cooking, Sue Mullin

All Along the Danube: Classic Cookery from the Great Cuisine of Eastern Europe, Marina Polvay

A Taste of Ireland, Theodora Fitzgibbon

The Cooking of Vienna's Empire

Spanish Cooking, Pepita Aris

Recipes: the Cooking of Japan

The Cooking of Japan

The Complete Asian Cookbook, Charmaine Solomon

Indian Cookery,

American Cooking Dale Brown

Garnishing and Decoration, Rudolf Biller

Garnishes, June Budgen

Garnishes and Decorations, Janet Brinkworth

Culinary Carving and Plate Decorating, Harvey
Rosen and Jonathan S Rosen

La Rousse Gastronomique

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Course Title: FOOD, BEVERAGE & LABOUR COST CONTROLS

Prerequisite:

Credits: 3

Overview

Learners will be introduced to standards and procedures that increase the probability of food and beverage operations in the industry with emphasis on controlling cost and maximizing sales. Purchasing procedures will be examined.

General Objectives

This course is designed to:

- 1 emphasize the importance of controlling cost and maximizing sales
- 2 stress the importance of the profit margin, what it means to the organization and the role which controls “play” in the enhancement of the profit factor
- 3 introduce to students a “working example” of controls which contributes to the Food and Beverage Control System

Learning Outcomes

Upon successful completion of this course, the learner will be able to:

- 1 identify financial controls in the Hospitality Industry.
- 2 analyze the different costs pertinent to food and beverage operations.
- 3 implement internal controls for deliveries, receiving, inventory, cash handling, audit process, accounts payable and payroll.
- 4 identify and explain the principles of effective purchasing.
- 5 identify the various criteria as they relate to the quality of products.

Topics

1.0 An Introduction to Food and Beverage Control

Objectives

Upon completion of the topic the student will be able to:

- 1.1 explain what is meant by the Hospitality Industry
- 1.2 identify some of the components which make up the Hotel
- 1.3 explain and differentiate between Commercial Food Services and Institutional Food Services.

Content

- Travel and Tourism, the Hospitality Segment
- How Hotels are departmentally organized
- Identification of Commercial and Food Institutional Food Services.

2.0 Management Functions

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify and briefly discuss the various functions that management performs
- 2.2 explain what is meant by the Food and Beverage “Flow of Costs”
- 2.3 explain the importance of Food Control Systems within a Food Operation.

Content

- Planning, Organizing, coordinating, Staffing, Directing, and controlling.
- The Operating Control Cycle
 - Purchasing
 - Receiving
 - Storing
 - Issuing
 - Production
- Controlling: an important aspect of Management Function:
 - The establishment of standards
 - The Measurement of Operating Results
 - The Comparison of actual results with standards

- The taking of Corrective Action
- Reviewing Corrective Action

3.0 The Purchasing and Receiving Functions

Objectives

Upon completion of the topic the student will be able to:

- 3.1 distinguish between perishable and non-perishable food items and the purchasing thereof
- 3.2 describe a market quotation sheet and an order form
- 3.3 identify four common methods by which suppliers may profit from an operation's poor receiving practices.
- 3.4 explain four standard practices that the Food Operation may use to ensure an effective Receiving System.
- 3.5 explain the use of the daily Food Receiving Report.

Content

- Purchasing perishable and non-perishable items.
- The functions of the Market Quotation sheet
- The Order Form and Food Deliveries
- Methods of fraud in food deliveries:
 - failing to meet specifications
 - watering and Icing products
 - Invoicing high-quality items for low quality items delivered
 - Invoice Overcharging
 - Incorrect pricing as a result of bulk weighing
 - Putting goods directly into storage areas
 - Delivering goods outside normal receiving
- Standard Receiving Practices
 - Item count
 - Item Weighing
 - Check amounts and prices against market quotation sheet
 - Quality Check
 - Spot check of cases
 - Follow-up action on short deliveries, or deliveries that do not match specifications
 - Immediate storage of all Food Items received
- The daily Food Receiving Report

4.0 Storage and Issuing of Food Items

Objectives

Upon completion of the topic the student will be able to:

- 4.1 explain the reason for the proper storage and issuing functions within food establishments
- 4.2 explain at least four practices adopted by Food operations to prevent against food spoilage
- 4.3 identify at least six methods which a food operation may adopt to secure its food merchandise
- 4.4 describe the duties and responsibilities of the Food Storekeeper
- 4.5 explain the purpose of the Issuing Function and how it is normally carried out.

Content

- The purpose of the Storage and Issuing Functions
- Prevention of Spoilage and Theft
 - Adequate Locking and Security System
 - Effective Key Control system
- Adequate delegated responsibility for the Merchandise on hand
- Practices to prevent Food Spoilage
 - Improper Storage temperatures
 - Excessive Storage Periods
 - Lack of Adequate Ventilation
 - Failure to segregate Food properly
 - Lack of proper sanitation
 - Excessive delays between time of receipt and proper storage
- Responsibilities of Storekeeper
 - Keeping storage area clean and dry
 - Ensuring merchandise is used before spoiling
 - Ensuring equipment is in good working order
- The Food Issuing Function
 - Proper Authorization for issuing
 - The food requisition Form

5.0 Inventory Control

Objectives

Upon completion of the topic the student will be able to:

- 5.1 illustrate how the perpetual inventory system functions to account for food merchandise
- 5.2 distinguish between the following forms of inventory: Open Inventory, Book Inventory, and Actual Inventory.
- 5.3 explain and demonstrate how inventory turnover is computed.

Content

- Storeroom Inventory
 - Bin Cards
 - Perpetual Inventory System
- Book Inventory
 - Opening Inventory + Storeroom Purchases - Storeroom Inventory = Closing Inventory
 - Open Stock Inventory
 - Actual Inventory
 - Inventory Turnover

6.0 Food and Beverage Standards

Objectives

Upon completion of the topic the student will be able to:

- 6.1 define Standard Purchase Specifications
- 6.2 compile a standard recipe for a particular item and explain its function.
- 6.3 calculate and explain standard yield.
- 6.4 explain how standard portions are derived.
- 6.5 define Food Costs and Standard Beverage Costs.

Content

- Standard Purchase Specifications
- Standard Recipes
 - How to develop standard Recipes
- Standard Yields
 - How to develop standard yields
 - The Cost per servable pound
 - The Cost factor
- Standard Portion Sizes
- Standard Portion Costs
 - How to calculate Standard Dinner Costs
 - How to Calculate Standard Portion Costs
 - Special standard costs for beverage control
- Standard Food Costs
 - How to calculate standard costs per meal
- Standard Beverage Costs

7.0 The Food Cost Percent

Objectives

Upon completion of the topic the student will be able to:

- 7.1 compile the statistics required of a daily Food Cost Form, calculate daily Food Cost and Food Cost Percentage, and explain Food Cost as a control measure.
- 7.2 compile accumulated food costs, and explain how the adjustments affect the final inventory balance.

Content

- How to calculate a daily Food Cost Percent
 - The Daily Food Cost Form
 - Transfers to the Food Department
 - Transfers from the Food Department
 - Employees meals and promotional meals
- How to calculate accumulated Food Cost
 - Month end adjustments
 - Difference between book inventory and actual inventory
 - Open stock inventory

8.0 Beverage Control Cost

Objectives

Upon completion of the topic the student will be able to:

- 8.1 identify at least five ways in which theft or fraud can occur in a bar
- 8.2 discuss the use of requisitions as a basis for beverage cost control
- 8.3 discuss necessary practices for effective cost control, such as the use of standard recipes measuring devices and the value of a spillage allowance.
- 8.4 briefly discuss the standard cost control method, and given appropriate information, solve problems using this method.

Content

- Methods of theft or fraud:
 - under pouring drinks
 - practice of Bar Personnel using personally purchased bottles
 - the Dilution of liquor

- recording individually sold drinks as a full bottle
- Recording sold drinks as spilled or complimentary
- Substituting low quality liquor for a high quality one
- Overcharging drinks especially to a high tab.
- Beverage requisition
- Beverage Standard Recipes
- The use of measuring devices
- How to establish drink selling prices
- Why Full Bottle sales should be separated.
- Spillage allowance
- Standard Beverage cost control
- Reporting Beverage Revenue

9.0 Procedures for Comparison and Analysis

Objectives

Upon completion of the topic the student will be able to:

- 9.1 identify variances between standard and actual Food and Beverage costs and discuss reasons for the variance.
- 9.2 discuss suitable recommendations for the correction of the variance.

Content

- The analysis of Food and Beverage Reports.
- How to identify variances in Food and Beverage Costs.

10.0 The Control of Food and Beverage Sales Income

Objective

Upon completion of the topic the student will be able to:

- 10.1 Discuss methods for the control of Food and Beverage Revenue.

Content

- Guest Check Control Systems
 - Manual and automated systems.
- The Collection of Sales Income
 - Sales Income Reports

11.0 Basic Labour Cost Controls

Objectives

Upon completion of the topic the student will be able to:

- 11.1 describe the personnel administration process
- 11.2 establish staffing guides, scheduling and correct variances between standard and actual labour hours

Content

- Personnel Administration Process
- Labour Cost Control Systems

12.0 Sales Income Controls

Objectives

Upon completion of the topic the student will be able to:

- 12.1 discuss opportunities for theft
- 12.2 prepare a sales income control system
- 12.3 outline the principles to prevent theft of sales income by bartenders, food and beverage servers, cashiers and customers

Content

- Fraudulent activities
- Sales income control systems
- Prevention of sales income theft

13.0 Control of Labour Dollars Cash Controls

Objectives

Upon completion of the topic the student will be able to:

- 13.1 set up procedures to control cash after collection, petty cash, and labour dollars

Content

- Control procedures for cash, petty cash and labour dollars

Instruction Format

- 1 Lectures will form the basis for the presentation of the information.
- 2 Flip charts and multimedia will be used to enhance the study and learning processes where the data to be presented proves too complex.
- 3 Situational Learning will take place where students will be encouraged to carry out specified practical assignments in order to enhance the learning climate. Examples will include, but will not necessarily be limited to:
 - compiling and pricing a food inventory
 - designing, costing and pricing their own recipes using realistic market prices
 - carrying out an actual yield test, if possible within a kitchen environment.
 - designing a function sheet and costing all the requirements of the menu.
 - pricing the function in consideration of the expenses incurred and giving specified net.
 - profit criteria.

required text. Participation of students is an integral component of the learning process.

Assessment and Evaluation

- Classroom exercises – 30%
- One mid-term test – 30%
- Final exam - 40%

Recommended Text

Cost Control for the Hospitality Industry, 2nd Edition,. Coltman Michael M.

Principles of Food, Beverage & Labour Cost Controls, 9th Edition 2008, Paul Dittmer and J D Keefe. Published by Wiley

Practical Food & Beverage Cost Control, 2nd Edition, Clement Ojugo, Delmar Cengage Learning

Resources

Planning and Control for Food & Beverage Operations, Jack Ninemeir

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the

COURSE: INTRODUCTION TO ENTREPRENEURSHIP

CODE

Credit Value: 3 Credits

Prerequisite: none

Course Description

The course will introduce future entrepreneurs to the concepts and principles of entrepreneurship. Students will be provided with an overview of the roles of entrepreneurs in the local business environment. The impact of entrepreneurship on the national economy will also be examined.

Learning Outcomes

Upon completion of this course, future entrepreneurs will be able to:

1. Recognize individual entrepreneurial potential.
2. Describe the role of entrepreneurship within society.
3. Discuss the impact of entrepreneurship on the individual, the family and the local community.
4. Explain the process and nature of entrepreneurship.
5. Identify and assess potential business opportunities.
6. Discuss the importance of innovation and creativity in entrepreneurship

Topics

1.0. Nature of Entrepreneurship & Characteristics of an Entrepreneur

Objectives

Upon completion of the topic the student should be able to:

- 1.1. Define the terms entrepreneur and entrepreneurship

- 1.2. Describe the importance of the development of small business in a nation's economy
- 1.3. Discuss the causes of small business failure and how it can be avoided

Content

- Overview of entrepreneurship

2.0. The benefits and potential drawbacks of Entrepreneurship

Objectives

Upon completion of the topic the student should be able to:

- 2.1. Discuss methods that can be used by a small business to build competitive advantage in the market
- 2.2. Write a Mission Statement
- 2.3. Define the term SWOT analysis and discuss the variety of methods used in preparing a SWOT analysis
- 2.4. Create meaningful goals and objectives

Content

- How to build a competitive advantage in the market
- Preparation of a Mission Statement
- The preparation of SWOT analysis

3.0. The diversity of entrepreneurship

Objectives

Upon completion of the topic the student should be able to:

- 3.1. Define the terms sole proprietorship, partnership and corporation
- 3.2. Distinguish between the limited liability company, the professional corporation and the joint venture
- 3.3. Define the term franchise

- 3.4. Differentiate between the three types of franchising – trade name, pure and product distribution
- 3.5. Discuss the legal aspects of franchising

Content

- Types of small businesses
- Types of companies
- An overview of franchising

4.0. Barriers to creativity

Objectives

Upon completion of the topic the student should be able to:

- 4.1. Explain the process of evaluating an existing business
- 4.2. Describe the various methods of determining the value of a business
- 4.3. Outline how the negotiation process works and identify the factors that affect the negotiation process

Content

- How to evaluate an existing business
- Methods of determining the value of a business
- The negotiation process

5.0. Feasibility Studies

Objectives

Upon completion of the topic the student will be able to:

- 5.1 Identify the components of a needs analysis
- 5.2 Discuss general market characteristics
- 5.3 Identify the components of a site evaluation
- 5.4 Explain the concept of supply and demand
- 5.5 Discuss characteristics of capital investment
- 5.6 Identify various financing methods

Content

- Needs analysis
- General market characteristics
- Site evaluation
- Supply and demand analysis
- Capital investment
- Financing methods

6.0. Budgeting

Objectives

Upon completion of the topic the student will be able to:

- 6.1 Discuss the budget cycle
- 6.2 Identify the long vs. Short term budget
- 6.3 Explain an operating budget
- 6.4 Explain a fixed budget

Content

- Cycle
- Long term/short term
- Operating budget
- Fixed budget

7.0. How to enhance creativity

Objectives

Upon completion of the topic the student should be able to:

- 7.2. Define the terms marketing plan , market research, target market, marketing mix, competitive edge, marketing strategies
- 7.3. Describe the advantages of using social media in the marketing process
- 7.4. Differentiate between the terms promotion, publicity, merchandising and advertising
- 7.5. Outline the stages of preparing an advertising plan
- 7.6. Develop an advertising budget

- 7.7. Discuss the different pricing methods that can be used for introducing new goods and services or existing goods and services

2. Short-Answer Questions	20%
Entrepreneurship Audit	20%
Final Exam	60%

Content

- The Marketing Process
- The Marketing Plan
- The Advertising Plan
- Pricing Methods for goods and services

8.0. The importance of a Business Plan

Objectives

Upon completion of the topic the student should be able to:

- 8.1. Stress the importance of the preparation of a dynamic Business Plan
- 8.2. Discuss the key components of a Business Plan

Content

- The preparation of a Business Plan

Instructional Format:

- Lectures
- Field Trips
- Group Assignments

1. **ENTREPRENEURSHIP AUDIT:** Students will choose an entrepreneur in their community and interview him or her on their experience as an entrepreneur. A written report summarizing the interview and the student’s analysis and recommendations will be submitted. The report should include entrepreneurial profile assessment, benefits and drawbacks experienced by the entrepreneur, description of the entrepreneur’s business, strategies for competitive advantage, and the student’s evaluation and recommendations.

Course Title: BAKING TECHNOLOGY 1

Prerequisite: None

Credits: 4

Overview

This introductory course is designed to provide the student with a basic knowledge of Cake and Pastry Making techniques and to provide practical competence while learning new skills within the patisserie department. Students will be introduced to traditional cake and pastry specialties suitable for different food outlets.

General Objectives

This course is designed to:

- 1 provide practical competence while learning new skills within the patisserie department.
- 2 develop an awareness of safe working environment and monitoring of safe practices
- 3 finish and critically assess products taking into account, design, colour, flavour and portion control.
- 4 become familiar with up-to-date food legislation affecting production and storage of products.

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 apply knowledge of pastry technology and basic techniques in pastry making.
- 2 apply the fundamentals of cake and pastry making to the preparation of a variety of products.
- 3 demonstrate and care for equipment normally found in the bake shop or baking area.

Topics

1.0 Equipment

Objective

Upon completion of the topic the student will be able to:

- 1.1 identify the various types of large and small equipment in the bake shop
- 1.2 operate the various types of large and small equipment in the bake shop

Content

- Orientation of the bake shop
- Baking equipment and utensils

2.0 Quick Breads

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify types and characteristics of ingredients used in quick breads.
- 2.2 use the techniques for measuring, mixing, baking, and cooking
- 2.3 discuss the faults - causes and corrections.
- 2.4 prepare and serve a variety of muffins, short cakes, pancakes and waffles and local sweet bread.

Content

- Characteristics of ingredients used in quick breads
- Methods of measuring ingredients
- Mixing and baking techniques
- Faults, causes and corrections in the baking of quick breads
- Methods of preparation of quick breads

3.0 Basic Batters and Doughs

Objectives

Upon completion of the topic the student will be able to:

- 3.1 identify the ingredients and principles for making pastry.

- 3.2 outline characteristics and functions of ingredients
- 3.3 discuss the need for accuracy in measuring ingredients.
- 3.4 distinguish between batters and doughs.
- 3.5 describe advantages and disadvantages of mixing and rolling dough by machine or hand
- 3.6 discuss the methods and techniques of baking and decorating.
- 3.7 relate the necessity and purpose of using formulas
- 3.8 prepare, present and serve a variety of pastry items using short, sweet and choux pastry.
 - Short Crust Pastry
 - Sweet Pastry
 - Blitz Puff Pastry
 - Choux
 - Flans
 - Tarts
- 3.9 discuss and apply the techniques of mixing, preparation baking, testing, temperature and time control.
- 3.10 identify the faults, causes and corrections in pastry making.
- 3.11 prepare and serve a number of batters, cakes and cookies.

Content

- Principles of pastry making
- The measuring of ingredients

4.0 Yeast Products

Objectives

Upon completion of the topic the student will be able to:

- 4.1 describe the techniques related to yeast activity, preparation and proofing of dough.
- 4.2 select and prepare pans for baking.
- 4.3 identify the functions and use of ingredients.
- 4.4 outline the principles of mixing, proofing and baking
- 4.5 prepare a variety of breads and rolls
 - white bread
 - whole wheat bread
 - crisp rolls
 - soft rolls
 - local bread
- 4.6 prepare and serve a variety of yeast products.
 - Doughnuts
 - Savarins
 - Rum Babas

Content

- Characteristics of yeast
- The functions and use of ingredients for yeast products

5.0 Puddings

Objectives

Upon completion of the topic the student will be able to:

- 5.1 discuss the types, preparation and procedures, using fruits and nuts.
- 5.2 outline the methods of steaming and time required.
- 5.3 discuss the types, purpose and use of various starches and sweetening agents.
- 5.4 emphasize techniques of garnishing and methods of serving.
- 5.5 prepare and serve a variety of puddings.
 - Steamed
 - Starch thickened
 - Self thickened

Content

- Characteristics of pudding
- Methods of cooking puddings
- Methods of garnishing and serving a variety of puddings

6.0 Cream Pie Fillings and Pasty Cream

Objectives

Upon completion of the topic the student will be able to:

- 6.1 discuss and record the types and methods of preparing various fillings.
- 6.2 describe the portioning and techniques of filling pie shells.
- 6.3 prepare a variety of pies and desserts using cream pie filling and pastry cream.

Content

- The preparation of pie fillings and pastry creams
- Methods of portioning
- Techniques of filling pie shells

7.0 Simple Desserts

Objectives

Upon completion of the topic the student will be able to:

- 7.1 describe methods of preparation for the named dessert.
- 7.2 identify the fresh fruit in season.
- 7.3 describe the methods and techniques of preparing fruit including:
 - Slicing
 - Peeling
 - Skinning
 - Dicing
 - Pureeing
- 7.4 prepare, present and serve a variety of simple desserts.
 - Jellies
 - Egg Custard
 - Ice cream desserts
 - Trifle
 - Fruit and other sweets

Content

- Preparation techniques for fresh fruit
- Preparation techniques for jellies
- Preparation techniques For egg custards desserts
- Preparation techniques for trifle
- Preparation techniques for ice cream desserts

8.0 Sponge Cakes

Objectives

Upon completion of the topic the student will be able to:

- 8.1 discuss the importance of types and characteristics of ingredients.
- 8.2 describe the kinds of additives used to produce various sponges.
- 8.3 outline the techniques for mixing and special methods for obtaining maximum yield including:
 - oven loading techniques
 - kinds of filling and topping
- 8.4 prepare a variety of sponge cakes including:
 - Sponge sandwich
 - Swiss Roll
 - Chocolate Log

- Butter Sponge
- Sponge Drops and fingers
- Victoria Sponge Sandwich

Content

- The characteristics of ingredients using sponge cakes
- Additives used to produce a variety of sponges
- Techniques of mixing sponges
- Types of fillings used in sponges

9.0 Frostings

Objectives

Upon completion of the topic the student will be able to:

- 9.1 discuss the reasons and techniques of sifting.
- 9.2 discuss and record the effect of heat on various ingredients.
- 9.3 describe the types and purposes of various liquids used in frostings.
- 9.4 describe methods and techniques for mixing and applying frosting and fillings.
- 9.5 prepare and apply
 - Fondants
 - Butter Icing
 - Decorative icings

Content

- Characteristics of frostings
- Techniques for mixing and applying frostings and fillings

Instruction Methods

Lecture
 Demonstration
 Practical

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

The Professional Pastry Chef, Bo Friberg

Professional Patisserie 2013, Chris Barker, Mick Burke & Neil Rippington; published by Hodder Education

On Baking, 3rd Edition 2012; Sarah R Labensky, Priscilla A Martel & Eddy Van Damme; published by Prentice Hall

Resources

Patisserie, 2nd Edition. L J Hannemann; published by Butterworth Heinemann.

New Professional Chef, 7th Edition, Editor L G Conway; published by Culinary Institute of America (Van Nostrand Reinhold).

Text

Handout

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.