

Course Outline

School:	Hospitality Tourism & Culinary
Department:	Hospitality and Tourism
Course Title:	Restaurant and Bar Service
Course Code:	HOSP 122
Course Hours/Credits:	56
Prerequisites:	N/A
Co-requisites:	N/A
Eligible for Prior Learning, Assessment and Recognition:	Yes
Originated by:	Kristin Straney
Creation Date:	Fall 2019
Revised by:	Jordan Shuler, Kristin Straney
Revision Date:	Summer 2020
Current Semester:	Fall 2024
Approved by:	

S. Michelle Caine, Associate Dean/Dean,
Hospitality Tourism & Culinary

Students are expected to review and understand all areas of the course outline.

Retain this course outline for future transfer credit applications. A fee may be charged for additional copies.

This course outline is available in alternative formats upon request.

Acknowledgement of Traditional Lands

Centennial is proud to be a part of a rich history of education in this province and in this city. We acknowledge that we are on the treaty lands and territory of the Mississaugas of the Credit First Nation and pay tribute to their legacy and the legacy of all First Peoples of Canada, as we strengthen ties with the communities we serve and build the future through learning and through our graduates. Today the traditional meeting place of Toronto is still home to many Indigenous People from across Turtle Island and we are grateful to have the opportunity to work in the communities that have grown in the treaty lands of the Mississaugas. We acknowledge that we are all treaty people and accept our responsibility to honor all our relations.

Course Description

This course is designed to teach students the fundamental concepts of food and beverage service in the hospitality industry, as determined by the National Occupational Standards of Canada.

Students will participate in an experiential learning environment that will cover the history, significance and tasting of Wines, Spirits, Beers and Non-Alcoholic Beverages. Students will also learn how to implement a guest-focused approach and further develop their skills in service excellence and professionalism.

External Standard Information (ESI)

N/A

Program Outcomes

Successful completion of this and other courses in the program culminates in the achievement of the Vocational Learning Outcomes (program outcomes) set by the Ministry of Colleges and Universities in the Program Standard. The VLOs express the learning a student must reliably demonstrate before graduation. To ensure a meaningful learning experience and to better understand how this course and program prepare graduates for success, students are encouraged to review the Program Standard by visiting <http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/>. For apprenticeship-based programs, visit <https://www.skilledtradesontario.ca/about-trades/trades-information/>.

Course Learning Outcomes

The student will reliably demonstrate the ability to:

1. Identify the history and significance of Wines, Spirits and Beers in service.
2. Prepare and serve alcoholic beverages and cocktails.
3. Adhere to a safe and sanitary environment through proper beverage handling and employing operational best practices.
4. Apply professionalism in food and beverage service as outlined in the National Occupational Standards of Canada.
5. Demonstrate knowledge of restaurant operations, including The Local operations, in the areas of POS System, Menus, Beverages and Steps of Service.
6. Analyze food and beverage products, as well as guest services offered within a restaurant operation.

Essential Employability Skills (EES)

The student will reliably demonstrate the ability to*:

1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.
4. Apply a systematic approach to solve problems.
5. Use a variety of thinking skills to anticipate and solve problems.
7. Analyze, evaluate, and apply relevant information from a variety of sources.

**There are 11 Essential Employability Skills outcomes as per the Ministry Program Standard. Of these 11 outcomes, the following will be assessed in this course.*

New Essential Skills (NES)

N/A

Global Citizenship and Equity (GC&E) Outcomes

N/A

Methods of Instruction

School of Hospitality, Tourism and Culinary Arts Online Policy

Students enrolled in this course fully understand that the course is offered in an asynchronous format, fully online. Although asynchronous, there may be times that the professor provides or requests a synchronous meeting. Professors will provide ample notice prior to required synchronous sessions. Synchronous sessions are recorded for the purpose of the course and all course participants. Please ensure you turn off your microphone and camera if you do not wish to be recorded during synchronous sessions.

As the college is situated in Toronto, Ontario, Canada, we operate under the Eastern Standard Time Zone (EST). All due dates and time lines are based upon EST. Please adjust your clocks and calendars to ensure timely submission of work.

The following are the recommended technical requirements for the course:

Technical Requirements

*Computer and high-speed internet:

- Laptop or desktop. Chromebooks are not recommended.
- High speed internet - ideally, min 15mbps (upload), 25 mbps (download)

*Web browser: recommended Google Chrome or Firefox

*Also recommended: keyboard, mouse, headset, webcam

All items improve experience but only a computer and internet are ultimately needed.

Text and Other Instructional/Learning Materials

Online Resource(s):

eCentennial | Centennial Library Online | Flipgrid | Tyspy | YouTube | The Local Information

Evaluation Scheme

- ✦ Professionalism & Engagement: Students will complete a variety of interactive activities and knowledge checks throughout the course.
- ✦ eCentennial Quizzes: Students will complete online quizzes in eCentennial.
- ✦ Online Quizzes: Students will complete courses and quizzes using the Tyspy platform.
- ✦ Service Recovery Case Study: Students will be asked to think critically about service recovery, applying what they have learned to a service failure scenario.
- ✦ Service Evaluation: Students will show their ability to create a prix fixe menu, set a table for that menu, and speak about an appropriate service style seen in their country or culture.
- ✦ Online Discussion: Students will research a current beverage trend then share their findings in a discussion board.
- ✦ The Local Beverage Menu Assignment: Students will design a beverage menu for The Local Restaurant, applying what they have learned from course content.

Evaluation Name	CLO(s)	EES Outcome(s)	NES Outcome(s)	GCE Outcome(s)	Weight/100
Professionalism & Engagement	1, 3, 4, 5, 6	1, 5			20
eCentennial Quizzes	1, 5	5, 7			15
Online Quizzes	1, 5, 6	5, 7			20
Service Recovery Case Study	4, 5	1, 2, 4, 5, 7			10
Service Evaluation	3, 4, 5	1, 5			10
Online Discussion	1, 5, 6	1, 2, 7			10
The Local Beverage Menu Assignment	2, 5	1, 4, 7			15
Total					100%

If students are unable to write a test they should immediately contact their professor or program Associate Dean for advice. In exceptional and well documented circumstances (e.g. unforeseen family problems, serious illness, or death of a close family member), students may be able to write a make-up test.

All submitted work may be reviewed for authenticity and originality utilizing College approved plagiarism prevention software. Students who do not wish to have their work submitted to College approved plagiarism prevention software must, by the end of the second week of class, communicate this in writing to the instructor and make mutually agreeable alternate arrangements.

When writing tests, students must be able to produce official Centennial College photo identification or they may be refused the right to take the test or test results will be void.

Tests or assignments conducted remotely may require the use of online proctoring technology where the student's identification is verified and their activity is monitored and/or recorded, both audibly and visually through remote access to the student's computer and web camera. Students must communicate in writing to the instructor as soon as possible and prior to the test or assignment due date if they require an alternate assessment format to explore mutually agreeable alternatives.

Student Accommodation

The Centre for Accessible Learning and Counselling Services (CALCS) (<http://centennialcollege.ca/calcs>) provides programs and services which empower students in meeting their wellness goals, accommodation and disability-related needs. Our team of professional psychotherapists, social workers, educators, and staff offer brief, solution-focused psychotherapy, accommodation planning, health and wellness education, group counselling, psycho-educational workshops, adaptive technology, and peer support. Walk in for your first intake session at one of our service locations (Ashtonbee Room L1-04, Morningside Room 190, Progress Room C1-03, The Story Arts Centre Room 285, Downsview Room 105) or contact us at calcs@centennialcollege.ca, 416-289-5000 ext. 3850 to learn more about accessing CALCS services.

Use of Dictionaries

- Any dictionary (hard copy or electronic) may be used in regular class work.

Program or School Policies

N/A

Course Policies

Students are expected to adhere to Centennial College's Student Code of Conduct, which can be found here: <https://p.widencdn.net/ddkbnp/SL100-02-Student-Code-of-Conduct-Policy>

College Policies

Students should familiarize themselves with all College Policies that cover academic matters and student conduct.

All students and employees have the right to study and work in an environment that is free from discrimination and harassment and promotes respect and equity. Centennial policies ensure all incidents of harassment, discrimination, bullying and violence will be addressed and responded to accordingly.

Academic Honesty

Academic honesty is integral to the learning process and a necessary ingredient of academic integrity. Forms of academic dishonesty include cheating, plagiarism, and impersonation, among others. Breaches of academic honesty may result in a failing grade on the assignment or course, suspension, or expulsion from the college. Students are bound to the College's AC100-11 Academic Honesty and Plagiarism policy.

To learn more, please visit the Libraries information page about Academic Integrity <https://libraryguides.centennialcollege.ca/academicintegrity> and review Centennial College's Academic Honesty Module: https://myappform.centennialcollege.ca/centennial/articulate/Centennial_College_Academic_Integrity_Module_%202/story.html

Use of Lecture/Course Materials

Materials used in Centennial College courses are subject to Intellectual Property and Copyright protection, and as such cannot be used and posted for public dissemination without prior permission from the original creator or copyright holder (e.g., student/professor/the College/or third-party source). This includes class/lecture recordings, course materials, and third-party copyright-protected materials (such as images, book chapters and articles). Copyright protections are automatic once an original work is created, and applies whether or not a copyright statement appears on the material. Students and employees are bound by College policies, including AC100-22 Intellectual Property, and SL100-02 Student Code of Conduct, and any student or employee found to be using or posting course materials or recordings for public dissemination without permission and/or inappropriately is in breach of these policies and may be sanctioned.

For more information on these and other policies, please visit www.centennialcollege.ca/about-centennial/college-overview/college-policies.

Students enrolled in a joint or collaborative program are subject to the partner institution's academic policies.

PLAR Process

This course is eligible for Prior Learning Assessment and Recognition (PLAR). PLAR is a process by which course credit may be granted for past learning acquired through work or other life experiences. The PLAR process involves completing an assessment (portfolio, test, assignment, etc.) that reliably demonstrates achievement of the course learning outcomes. Contact the academic school to obtain information on the PLAR process and the required assessment.

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Topical Outline (subject to change):

ORIGINAL TOPICAL

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
1	1. Meet Your Professor 2. Course Learning Outcomes 3. Introduction to eCentennial 4. Define Service & Hospitality	N/A	1.Navigate the course shell in eCentennial. 2.Define and explain hospitable service.	eCentennial	1.Survey 2.Introduction Discussion Post 3.Course Orientation - Knowledge Check #1	
2	1. Review Service & Hospitality 2. 9 Attributes of Remarkable Service 3. The Guest Experience 4. Service Recovery	N/A	1.Describe the nine attributes of remarkable service and use that knowledge to critique an observed service scenario. 2.Judge customer service and plan ways to improve the guest experience. 3.Apply service recovery techniques to a service-failure scenario.	eCentennial Topsy	1.Topsy Certificate #1 - Guest Service Fundamentals 2.Service Recovery Case Study	
3	1. Front-of-House & Back-of-House 2. Restaurant Roles 3. The Local Cafe and Restaurant 4. Steps of Service 5. POS	N/A	1. Contrast the roles of front-of-house to back- of-house in a typical food and beverage operation. 2. Summarize the duties of each front-of-house position in a food and beverage operation. 3. Demonstrate your operational knowledge of The Local Restaurant. 4. Apply your understanding of POS systems in a hospitality setting.	eCentennial	1.The Local Quiz	
4	1. Menu Types 2. Service Styles 3. Table Settings 4. Napkin folds	N/A	1. Compare various menu types. 2. Plan appropriate service styles according to a restaurant's menu. 3. Organize a table setting according to a specific menu. 4. Complete a napkin roll.	eCentennial Flipgrid	1.Menu Types & Service Styles Quiz 2.Menu & Table Setting Service Evaluation	
5	1. Alcohol and its Effects 2. Fermentation/Distillati	N/A	1. Explain fermentation and distillation. 2. Categorize alcoholic products based on production method and alcohol level. 3. Judge whether a guest is intoxicated and	eCentennial	1.Module 5 Bar Service - Knowledge Check #2	

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
	on 3. Responsible Alcohol Service 4. Personal Hygiene & Workplace Sanitation 5. How to Hold a Bar Tray		apply responsible service techniques. 4. Practice positive personal hygiene. 5. Discuss the specifics of workplace sanitation.			
6	1. Viticulture & Vinification 2. Storage & Spoilage 3. Wine Service 4. Tasting Skills	N/A	1. Explain how grapes are grown, wine is made, and how these two factors affect cost and style. 2. Design an effective storage space for wine. 3. Analyze a wine for health. 4. Open and serve a bottle of wine. 5. Evaluate the characteristics of wine through sensory tasting.	eCentennial Topsy	1. Topsy Certificate #2 - Wine 101 for Servers 2. Optional Activity on The Elements of Taste	
7	1. White Wine 2. Red Wine 3. Pink Wine 4. Orange Wine 5. Sparkling Wine 6. Dessert Wine 7. Food & Wine Pairing	N/A	1. Recognize grape variety names and categorize wines according to colour. 2. Explain rosé and orange wine. 3. Discuss sparkling and dessert wine. 4. Apply knowledge of food and wine chemistry to suggest appropriate pairings. 5. Critique the wine selections offered at The Local and Centennial's Event Centre.	eCentennial	Wine Quiz	
8	1. Beer Production 2. Beer Styles 3. Craft & Draft 4. Beer Service	N/A	1. Summarize beer production. 2. Recommend beer styles based on guests' preferences. 3. Plan a draft beer system for a hospitality operation. 4. Serve beer following professional standards. 5. Critique the beer selections offered at The Local and Centennial's Event Centre.	eCentennial Topsy	1. Topsy Certificate #3 - Beer Basics	
9	1. Spirits of the World 2. Liqueurs 3. Bitters & Vermouth	N/A	1. Compare spirits of the world. 2. Categorize liqueurs according to flavour. 3. Explain the use of bitters and vermouth in cocktails. 4. Critique the spirit selections offered at Centennial's Event Centre.	eCentennial	1. Module 9 Spirits - Knowledge Check #3	
10	1. Bar Setup & Closing 2. Speed Rail &	N/A	1. Plan the steps of bar opening and closing. 2. Name the various bar glasses. 3. Organize the necessary equipment and	eCentennial Topsy	1. Topsy Certificate #4 - Bartending for	

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
	Glassware 3. Cocktails & Mocktails 4. Six Parts of a Recipe		mise-en-place to create a cocktail or mocktail according to recipe. 4. Analyse a cocktail recipe, understanding all ingredients. 5. Critique the cocktail & mocktail selections offered at The Local.		Beginners 2.The Local Beverage Menu Assignment Part I	
11	1. Cider 2. Sake 3. Beer Cocktails 4. Coolers & Spritzers 5. Healthy Plus	Centennial Library Journals	1. Categorize the various styles of cider and sake. 2. Compare beer cocktails, coolers and spritzers. 3. Evaluate beverage trends. 4. Critique the Healthy Plus selections at The Local.	eCentennial	1.Beverage Trends Online Discussion	
12	1. Coffee 2. Tea 3. Water 4. Craft Soda	N/A	1. Compare coffee styles based on ingredients. 2. Deliver professional tea service. 3. Categorize water options for a hospitality operation. 4. Judge the value proposition of craft sodas. 5. Critique the non-alcoholic beverage selections offered at The Local.	eCentennial	1.Module 12 Non-Alcoholic Beverages - Knowledge Check #4	
13	1. Readings on Menu Requirements 2. Tips for Designing a Great Menu 3. Examples of Menus	Centennial Library Journal Articles	1. Analyze a restaurant's target market. 2. Interpret findings from journal articles. 3. Analyze the pros and cons of example beverage menus. 4. Design a beverage menu.	eCentennial	1.The Local Beverage Menu Assignment Part I	
14	Rationalize your Menu Selections	N/A	1. Rationalize beverage menu selections. 2. Reflect on your course learning.	eCentennial	1.The Local Beverage Menu Assignment Part II (Rationale) 2.Course Wrap-Up Reflection	