

Course Outline

School:	Hospitality Tourism & Culinary
Department:	Hospitality and Tourism
Course Title:	Restaurant Operations
Course Code:	HOSP 222
Course Hours/Credits:	56
Prerequisites:	HOSP 102, HOSP 122, HTAP 151, HTAP 157
Co-requisites:	N/A
Eligible for Prior Learning, Assessment and Recognition:	Yes
Originated by:	Kristin Straney
Creation Date:	Fall 2016
Revision Date:	Winter 2024
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 provide students with full knowledge of Front of House (FOH) restaurant and dining room best practices within Centennial College's The Local Cafe and Restaurant, and according to the National Occupational Standards of Canada.

The Local is an experiential learning environment that is open to the public seven days a week providing an outstanding and unique food and beverage selection. The Local focuses on a food philosophy where everything is made fresh from scratch, teaching our students about the value of creating food and service experiences with care and respect.

Students will have the opportunity to rotate through all FOH position areas, including Host, Server & Bar. This rotation through each position will provide students with a comprehensive understanding of all roles and operations within the restaurant and provide students with the knowledge and skills required to work as a professional team member within a restaurant operation.

****Attendance and online participation is mandatory to ensure all students receive training and evaluation in all FOH positions****

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. Describe food and beverage products offered within restaurant operations, including ingredients,

cooking methods and allergens.

2. Apply professionalism in service as outlined in the National Occupational Standards of Canada, including attitude, teamwork and communication.
3. Provide service within all Front of House positions - Server, Bar and Host to ensure guest satisfaction.
4. Ensure a safe and sanitary workplace environment through proper food and beverage handling, identifying workplace hazards and employing safe work practices.
5. Operate restaurant Point of Sale (POS) System using all operational functions.
6. Employ best practices for providing service, including suggestive selling, accommodating guests, responsible alcohol service and handling guest complaints, to ensure guest satisfaction and operational success.

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.
5. Use a variety of thinking skills to anticipate and solve problems.
6. Locate, select, organize, and document information using appropriate technology and information systems.
8. Show respect for diverse opinions, values belief systems, and contributions of others.
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.

**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

Experiential Learning In-Class

Text and Other Instructional/Learning Materials

Online Resource(s):

eCentennial Content | Topsy | YouTube | Padlet

Material(s) Required for Completing this Course:

Uniform Requirements:

The Local Café and Restaurant T-Shirt

Black Server Apron

Blue or Black Denim Jeans (no tears or holes)

Comfortable Flat Closed Toe Footwear (no sandals)

Notepad and Pen

Chalkboard Nametag

The Local T-Shirt, Apron and Chalkboard Nametag are available for pick-up at the College Bookstore and included in your tuition fees. All other uniform requirements are the responsibility of the student.

Students are required to be Smart Serve certified.

Custom Courseware:

The Local Manuals & Checklists

Classroom and Equipment Requirements

Uniform Requirements:

The Local Café and Restaurant T-Shirt

Black Server Apron

Blue or Black Denim Jeans (no tears or holes)

Comfortable Flat Closed Toe Footwear (no sandals)

Notepad and Pen

Chalkboard Nametag

The Local T-Shirt, Apron and Chalkboard Nametag are available for pick-up at the College Bookstore and included in your tuition fees. All other uniform requirements are the responsibility of the student.

Students are required to be Smart Serve certified.

Evaluation Scheme

- ✦ Server Training Checklist: Server Training Checklist - Instructor will assess that students have demonstrated the requirements of the server position, as outlined in The Server Training Checklist.
*Must be completed before final evaluation
- ✦ Host Training Checklist: Host Training Checklist - Instructor will assess that students have demonstrated the requirements of the host position, as outlined in The Host Training Checklist.
*Must be completed before final evaluation
- ✦ Bar Training Checklist: Bar Training Checklist -
Instructor will assess that students have demonstrated the requirements of the bar position, as outlined in The Bar Training Checklist.
*Must be completed before final evaluation
- ✦ Pre-Shift Meeting: Pre-Shift Meeting - Instructor will evaluate the student's ability to lead a daily organizational pre-shift meeting for all FOH staff.
- ✦ Online Quizzes: Online Quizzes - Content from weekly learnings
- ✦ Server Final Evaluation: Server Final Evaluation - Instructor will provide a comprehensive evaluation of the student's ability to meet the requirements of the server position, based on The National Occupational Standards.
- ✦ Host Final Evaluation: Host Final Evaluation - Instructor will provide a comprehensive evaluation of the student's ability to meet the requirements of the host position, based on The National

Occupational Standards.

- ✦ Bar Final Evaluation: Bar Final Evaluation - Instructor will provide a comprehensive evaluation of the student's ability to meet the requirements of the bar position, based on The National Occupational Standards.
- ✦ Professionalism: Professionalism - Instructor will provide a comprehensive evaluation of the student's ability to maintain a high level of professionalism, based on The National Occupational Standards.

Evaluation Name	CLO(s)	EES Outcome(s)	NES Outcome(s)	GCE Outcome(s)	Weight/100
Server Training Checklist	1, 2, 3, 4, 5, 6	1, 2, 5, 6, 8, 9			5
Host Training Checklist	1, 2, 3, 4, 5, 6	1, 2, 5, 8, 9			5
Bar Training Checklist	1, 2, 3, 4, 5, 6	1, 2, 5, 6, 8, 9			5
Pre-Shift Meeting	2, 3, 4, 6	1, 5, 9			10
Online Quizzes	1, 2, 3, 4, 5, 6	1, 2, 5, 6, 8, 9			10
Server Final Evaluation	1, 2, 3, 4, 5, 6	1, 2, 5, 6, 8, 9			15
Host Final Evaluation	1, 2, 3, 4, 5, 6	1, 2, 5, 6, 8, 9			15
Bar Final Evaluation	1, 2, 3, 4, 5, 6	1, 2, 5, 6, 8, 9			15
Professionalism	2	1, 2, 9			20
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.
- Dictionary use is not permitted in test or examination settings.

Program or School Policies

N/A

Course Policies

Uniform Requirements:

The Local Café and Restaurant T-Shirt

Black Server Apron

Blue or Black Denim Jeans (no tears or holes)

Comfortable Flat Closed Toe Footwear (no sandals)

Notepad and Pen

Chalkboard Nametag

The Local T-Shirt, Apron and Chalkboard Nametag are available for pick-up at the College Bookstore and included in your tuition fees. All other uniform requirements are the responsibility of the student.

Personal Hygiene & Appearance:

Hair

Since you will be working with food and beverage, your hair should be neatly cut and clean. Longer hair must be tied back.

Hands/Fingernails

Your hands must be clean at all times. Nail polish, if worn at all, can only be a neutral or clear colour.

Facial Hair

It is necessary that you are clean-shaven or you have a neatly trimmed moustache or beard.

General Care

Chewing gum is prohibited for all staff during your scheduled hours.

Personal Property

We are not responsible for any personal property. Day lockers are provided for the use of staff. We ask

that you refrain from carrying your cellphone during your scheduled shift.

Students are required to be Smart Serve certified.

Where service, sampling or use of alcohol is included as part of the curriculum, the following policies must be adhered to:

1. Where students are required to serve alcohol in a dining atmosphere, consumption of alcohol by the students is strictly prohibited.
2. Students who are of 18 years of age or older are allowed to sample alcohol for the purpose of education and training when it is directly related to the learning outcomes and ONLY under the direct supervision of an instructor.
3. Where students are using alcohol in cooking, as related to the learning outcomes, consuming the alcohol directly is strictly prohibited.

In addition to the above policies, students are also 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.

This course outline and its associated weekly topical(s) may not be reproduced, in whole or in part, without the prior permission of Centennial College.

Topical Outline (subject to change):

ORIGINAL TOPICAL

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
1	Course Orientation	Online Content - eCentennial	1. Identify course learning outcomes 2. Identify online learner expectations	Experiential Learning In-Class	Professionalism (20%)	
2	The Local Orientation	Online Content - eCentennial	1. Explain the concept of The Local Restaurant. 2. Describe the operational policies and procedures of The Local Restaurant. 3. Identify the managers, technicians and team members that work at The Local Restaurant.	Experiential Learning In-Class	Professionalism (20%) Training Checklists (15%)	
3-5	The Role of the Server Guest Experience Sales Skills & POS	Online Content - eCentennial	1. Explain the role of the server in a restaurant operation 2. Discuss the skills and requirements needed to be a successful server & skills required for different selling techniques 3. Identify the expectations of a server in The Local, including: Effective Communication with guests, Point of Sale (POS) commands, steps of service, opening and closing duties and cleaning checklists.	Experiential Learning In-Class	Professionalism (20%) Training Checklists (15%)	
6	The Role of the Host	Online Content - eCentennial	1. Explain the role of the host in a restaurant operation 2. Discuss the skills and requirements needed to be a successful host. 3. Identify the expectations of a host in The Local, including: comprehensive knowledge of greeting and seating the guest, creating and managing wait lists and reservations, operating OpenTable commands, opening and closing duties and cleaning checklists.	Experiential Learning In-Class	Professionalism (20%) Training Checklists (15%)	
7	The Role of the Bartender	Online Content - eCentennial	1. Explain the role of the bartender in a restaurant operation. 2. Discuss the skills and requirements needed to be a successful bartender. 3. Identify the expectations of a bartender in The Local, including: comprehensive knowledge of beverages and recipes,	Experiential Learning In-Class	Professionalism (20%) Training Checklists (15%)	

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
			inventory, drink preparation, opening and closing duties and ongoing cleaning checklists.			
8	Menu Knowledge	Online Content-eCentennial	1.Explain the importance of Menu Knowledge for Servers, Hosts & Bartenders 2.Identify allergens and alternative food offerings for guests with Dietary restrictions 3.Discuss and apply menu descriptors & symbols	Experiential Learning In-Class	Professionalism (20%) Topsy (10%)	
9	Health & Safety	Online Content-eCentennial	1. Explain best practices for COVID-19 2. Discuss the importance of health & safety in the restaurant industry 3. Identify how to make sure you have a safe work environment	Experiential Learning In-Class	Professionalism (20%) Topsy (10%)	
10	Pre-Shift Meeting	Online Content - eCentennial	1. Discuss the elements of a Pre-shift meeting 2.Identify the value of a Pre-Shift huddle 2. Execute a Pre-Shift meeting online.	Experiential Learning In-Class	Professionalism (20%) Topsy (10%) Pre-Shift (10%)	
11	Role Reviews	Online Content-eCentennial	1.Discuss and review all FOH roles	Experiential Learning In-Class	Professionalism (20%) Topsy (10%)	
12-14	Final Evaluations	Online Content - eCentennial	1. Apply best service practices in the roles of Server, Host & Bartender. 2. Discuss various concepts and their impact on restaurant operations.	Experiential Learning In-Class	Professionalism (20%) Final Evaluations (45%)	