



# COURSE OUTLINE

**Course Name:** Professionalism & Organization

**Department Head/Coordinator:** Department Head, Elizabeth Jang **Effective Date:** January 28, 2013

School or Centre:	Department:
School of Hospitality	Baking and Pastry Arts

Course History:	Year of Study:
New Course	1st Year Post-secondary

<b>Name of Replacing Course (if applicable):</b>	<b>Course Number:</b>	BAKG 1242
	<b>Number of Credits:</b>	1

**Course Pre-requisites (if applicable):**

BAKG 1142, BAKG 1143, BAKG 1144, BAKG 1145, and BAKG 1241 (if in Combined Skills with ESL support program)

**Course Co-requisites (if applicable):**

**PLAR (Prior Learning Assessment & Recognition)**  No  Yes (details below):

**Course Description:**

This course focuses on how individuals function effectively in the food service industry, as well as techniques for planning efficient production. It uses experiential exercises to examine how individual attitudes and group dynamics affect teams in the classroom and the workplace. Topics include industry expectations, communication models, work ethic, individual values and attitudes and collaborative team-building.

### **Instructional Strategies:**

A variety of role plays and case studies will be used to explore and examine topics in the course. Students will be able to work independently and in cooperative teams to apply theory to practice and to reflect on their own attitudes, values and beliefs. Group discussions are facilitated to reflect on processes and learning.

### **Course Learning Outcomes:**

Students will be able to:

- Create efficient and effective production lists given a series of production criteria, taking into account waste management and multitasking opportunities
- Recognize how group dynamics affect teams in the classroom and workplace
- Discuss how individual attitudes and skills contribute to teamwork in the classroom and workplace
- Communicate professionally and interact respectfully with team members
- Employ proactive behavior and demonstrate initiative, responsibility and ownership
- Support team members by sharing individual and group learning as well as sharing constructive feedback
- Predict conflicts and formulate plans to resolve them

### **Program Learning Outcomes:**

Upon completion of the program, students will be able to:

1. Adhere to industry health and safety standards in the preparation, handling and storage of baked goods
2. Comply with shop safety practices
3. Practice professional etiquette and personal hygiene as required by the food industry
4. Participate and communicate effectively as a team member
5. Implement principles of bakery management and merchandising for inventory and cost control
6. Plan and execute daily production lists to efficiently and confidently meet specific production criteria
7. Perform standard math functions to prepare baked goods
8. Prepare a variety of baked goods according to theoretical baking principles and processes which govern ingredient, methodology and environmental conditions
9. Evaluate product outcomes for consistency and accuracy in yield, flavor, texture and overall appearance according to product specifications and standards
10. Critically analyze and document performance to enhance comprehension and ongoing professional development

## Evaluation/Grading System

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		B-

## Components and Weighting of the Assessment/Evaluation Plan:

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Assignments	60	Reflective journal online, production lists, role plays, case studies, conflict prediction and resolution
Participation	40	Self and peer evaluation, instructor evaluation, punctuality, attendance
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-		
-		
	<b>Total</b>	<b>100</b>

## Learning Environment/Type

Instruction Type	Hours Per Instruction Type	Comments
L - Classroom	20	
S - Self-paced	5	
<b>Enter Total Hours</b>	<b>25</b>	

## Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

**Course Topics and Sequence Covered:**

Industry expectations, industry culture, production planning and organization, utilization of resources in the kitchen, professional terminology, diversity and individual values and attitudes, personality traits and perceptions, group dynamics and effectiveness, team performance and cohesiveness, communication processes including active listening, individual and team decision-making

### **VCC Education and Education Support Policies**

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

**<http://www.vcc.ca/about-vcc/policies/index.cfm>**

To find out how this course transfers, visit the BC Transfer Guide at [www.bctransferguide.ca](http://www.bctransferguide.ca).

#### **FOR COMMITTEE USE ONLY**

<b>Date Approved by Education Council:</b>		<b>Date Approved by VCC Board (if applicable):</b>	
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