



COURSE OUTLINE

Course Name: Restaurant Customer Service

Course Number: CULI 2503

Number of Credits: 2

Effective Date: May 2018

Course Description:

In this course students are introduced to the operation of a restaurant dining room and bar service outlet, including ordering, clearing plates, processing cash payments, and promoting the restaurant. Students develop time management, communication, teamwork, and customer service skills by serving food produced by other courses in the Culinary Arts Program to the general public.

School or Centre:

School of Hospitality, Food Studies and Applied Business

Year of Study:

1st Year Post-secondary

Course History:

New Course

Name of Replacing Course (if applicable):

Course Pre-requisites (if applicable):

Acceptance into the Professional Cook 2 Advanced Certificate program or Culinary Arts Diploma (International) program

Course Co-requisites (if applicable):

CULI 2501
CULI 2502

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

Instructional Strategies:

lectures, demonstration, hands-on practice, group work, projects and independent study

Course Learning Outcomes:

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

- (a) Apply effective time management, communication, and teamwork skills needed to work in a dining room-restaurant front of house
- (b) Describe and apply the fundamental principles, skills and techniques for wine, bar, and front of house restaurant service
- (c) Assess cocktails, beverages and service for consistency and quality standards
- (d) Apply industry standards and procedures essential for food and kitchen safety in the dining room

Program Learning Outcomes:

Upon the successful completion of this program, the student will be able to:

1. Apply cookery skills and theoretical knowledge to the preparation, presentation and service of a range of dishes and beverages for a commercial hospitality environment
2. Evaluate product for consistency and accuracy in yield, flavor, texture, and overall appearance according to product specifications and standards.
3. Plan, design and write menus for a culinary establishment that reflects nutritional and specific dietary needs.
4. Adhere to industry health, safety and employment standards in preparation, and handling and storage of food and equipment.
5. Adapt the knowledge, skills and attitudes necessary for success and sustainable professional practice in the culinary arts.
6. Reflect on performance and practice to identify and develop advanced professional skills needed to further advance in the culinary industry.

Course Topics:

1. Orientation to Course Information, Review House Guidelines
2. Professional Practice and Skills
3. Health And Safety Principles for Purchasing & Receiving
4. Commercial Kitchen Equipment for the Store Room
5. Introduction to Food Store Room Procedures
6. Introduction to Inventory Management

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/governance--policies/policies/>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Approved by Curriculum Committee:	November 21, 2017	Approved by Education Council:	December 12, 2017
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