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BAKG 1145: Retail Operations

EFFECTIVE DATE

DEPARTMENT

Baking & Pastry Arts
DESCRIPTION

In this course, students are guided through a practicum in VCC's own retail bakeshop, Seiffert Market. Students learn to bake frozen and scratch products and how a retail bakeshop operates. Topics include merchandising and customer relations. This course is part of the full-time Baking and Pastry Arts – Artisan Baking & Baking and Pastry Arts - Pastry Program.

CREDITS

4.0

YEAR OF STUDY

1st Year Post-secondary

PREREQUISITES

None

COREQUISITES

None

COURSE LEARNING OUTCOMES

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

- Develop and execute seasonal and/or weekly themes for the bakeshop, including the creation of appropriate displays
- Analyze and apply customer relation principles
- Plan and execute daily production list to efficiently and confidently meet specific production criteria
- Evaluate product outcomes according to the theoretical principles and processes governing their production
- Apply mathematical principles to calculate formulas according to product specifications
- Adhere to industry health and safety standards in the preparation, handling and storage of products
- Comply with shop safety practices during production
- Practice professional etiquette and personal hygiene during bakeshop and production shifts
- Work effectively as a team member during bakeshop and production shifts
- Implement principles of bakery management and merchandising for inventory and cost control

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

HOURS

Other: 100

INSTRUCTIONAL STRATEGIES

Using an experiential learning approach, this course will also provide students with the opportunity to work independently and in cooperative teams to apply theory to practice and to reflect on their own performance and product outcomes. Group discussions are facilitated to reflect on processes, product outcomes, customer relations, and learning.

GRADING SYSTEM

Letter Grade (A-F)

PASSING GRADE

B-

EVALUATION PLAN

Type	Percentage	Assessment activity
Lab Work	70	Instructor observation of daily development, organization and adherence to safety and sanitation practices
Participation	20	Self and peer evaluation, instructor evaluation, punctuality, attendance
Assignments	10	Reflective journal online

COURSE TOPICS

- Merchandising principles, bakeshop themes, customer service and relations, organization and management of production and customer relations shifts; mathematical conversions, application of baker's percentage; interpretation of formulas; correct use of tools & equipment; supporting team members; writing and executing daily production lists; critical analysis of product outcomes; recording observations of performance and development; punctuality; health and safety rules and regulations; application of inventory and waste management

LEARNING RESOURCES

None

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website at:
<https://www.vcc.ca/about/governance--policies/policies/>.
- To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

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