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CULI 2503: Restaurant Customer Service

EFFECTIVE DATE

May 2018

DEPARTMENT

Culinary Arts (Blended)

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.

CREDITS

2.0

YEAR OF STUDY

1st Year Post-secondary

PREREQUISITES

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

COREQUISITES

CULI 2501 - Human Resource Management for Hospitality Course CULI 2502 - Purchasing & Receiving Course

COURSE LEARNING OUTCOMES

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

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

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

HOURS

Lecture: 8

Lab: 36

INSTRUCTIONAL STRATEGIES

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

GRADING SYSTEM

Percentages-ITA

PASSING GRADE

70%

EVALUATION PLAN

Type	Percentage	Assessment activity
Assignments	30	
Portfolio	35	
Exam	35	Multiple Choice Exam-Final

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

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>.

Broadway campus

1155 East Broadway
Vancouver, B.C. Canada
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Downtown campus

250 West Pender Street
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Annacis Island campus

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