



INSTRUCTIONAL PACKAGE

HOS 252

Advanced Food and Beverage Service

Effective Terms
2019 – 2020

INSTRUCTIONAL PACKAGE

Part I: Course Information

Effective Terms: 2019-2020

COURSE PREFIX: HOS 252

COURSE TITLE: Advanced Food and Beverage Service

CONTACT HOURS: 5

CREDIT HOURS: 3

RATIONALE FOR THE COURSE:

This course is designed to demonstrate and explain professional dining room service operations to the culinary student.

COURSE DESCRIPTION:

This course is an advanced food and beverage management course requiring conception, operation and management of a small quantity food and beverage operation in an applied lab setting.

PREREQUISITES/CO-REQUISITES:

CUL 104 Introduction to Culinary Arts Minimum Grade of C

REQUIRED MATERIALS:

RESTAURANT SERVICE BASICS 2e Dahmer, Kahl ISBN: 978-0-470-10785-0

Please visit the Bookstore online site for most current textbook information. Use the direct link below to find textbooks.

[BOOKSTORE](#).

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

ADDITIONAL REQUIREMENTS:

SERVICE SHIRT: is provided by the Fowler Dining Room.

SHOES: The official Culinary Arts Technology shoe will be a black, closed toe shoe with a slip resistant sole. Sneakers are acceptable as long as they are black work sneakers. Clogs and or boots with slip resistant soles are also acceptable. Ideally the student should purchase a shoe that will give good arch support and is comfortable to wear. If a student is not sure what to buy, it is

recommended that he/she check with one of the chef instructors prior to purchasing the shoes. These shoes must be worn in culinary lab classes only

SOCKS: Socks will be worn at all times. Dark socks are required for the dining room. NO FOOTIES, ANKLETS, OR INVISIBLE SOCKS

HAIR: Hair must be restrained by being pulled back away from your face and not have the ability to fall into the guest food. If a hairnet is needed they are FREE and are obtained in any kitchen.

FACIAL HAIR: Students must be clean-shaven when not wearing ¼" well maintained beards, goatees or moustaches. 5 o'clock shadows or "beards in training" are not allowed. Students who have issues with skin irritation due to shaving on a regular basis must provide a doctor's note addressing this to each of the instructors throughout the program.

JEWELRY: Any and all earrings, nose rings, visual piercings of any kind, bracelets, watches, and all other jewelry (except plain wedding bands, without stones) will not be allowed to be worn in any kitchen or classroom (to include the Dining Room)

NAILS: Nails should be trimmed and free from dirt. Nail polish or fake nails may not be worn at any time.

CLEANLINESS: The nature of the industry we work in mandates that all foodservice employees maintain good personal hygiene. We expect nothing less from our students. Working around food requires students to bathe and wash their hands regularly. It makes good sense and keeps our work environment safe.

COLOGNE & PERFUME: Students are not to wear perfume, cologne or any scents that may affect the senses when coming to school. It can adversely affect our smell and taste of foods in the kitchen and during service. It can also prove

To maximize success in this class it is important that the student complete all reading assignments and exercises before coming to class. Reading and preparation work is required and expanded upon in hands on lab service. In addition:

- Students will not be permitted to eat in class. Drinks without lids are not permitted.
- Textbook and materials for note taking are required in every class.

TECHNICAL REQUIREMENTS:

Access to Desire2Learn (D2L), HGTC's student portal for course materials.
WaveNet and D2L email access.

CLASSROOM ETIQUETTE:

As a matter of courtesy to other students and your professor, please turn off cell phones and other communication/entertainment devices before class begins. If you are monitoring for an emergency, please notify your professor prior to class and switch cell phone ringers to vibrate.

NETIQUETTE: is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit [Online Netiquette](#).

Part II: Student Learning Outcomes

COURSE LEARNING OUTCOMES and ASSESSMENTS*:

- Display awareness of managing service in food and beverage operations.
- Provide background information about dining room management, specifically about preparing for dining service and delivering dining service.
- Provide management information on beverage operations.
- Provide background information on alcoholic and non-alcoholic beverages.
- Identify and utilize equipment and supplies used in table service
- Demonstrate the five types of table service and the serving sequence for each type of service
- Demonstrate proper dining room and side station for service
- Explain the relationship of wait staff to customers and their perception of the establishment
- Identify and utilize equipment and supplies used in table service
- Explain principles of dining room organization, scheduling, and management of food service personnel

Part III: Grading and Assessment

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS*

Students' performance will be assessed and the weight associated with the various measures/artifacts are listed below.

EVALUATION*

Dining Room Service Lab	60%
Quizzes	20%
Project Place Setting	10%
Final Exam	10%

100%

****Students, for the specific number and type of evaluations, please refer to the Instructor's Course Information Sheet.***

GRADING SYSTEM:

State the College's or departmental grading system as delineated in the Catalog. Please note the College adheres to a 10 point grading scale A = 100 – 90, B = 89- 80, C = 79 – 70, D = 69 – 60, F = 59 and below. You must have your Dean's approval if changes in the scale are made.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop ([ACADEMIC CALENDAR](#)). You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For online and hybrid courses, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Part V: Student Resources



The Student Success and Tutoring Center (SSTC)

The SSTC offers to all students the following **free** resources:

- 1. Academic coaches** for most subject areas, **Writing Center Support**, and **college success skills**.
- 2. On-line student success and academic support resources.**

Visit the SSTC website: [Student Success & Tutoring Center](#) and visit the student services tab in your WaveNet account to schedule appointments using TutorTrac. For more information, call: SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455 or go to the [Online Resource Center](#) to access on-demand resources any time.

TECH Central – Student Information Center



TECH Central provides quality enrollment and collegiate guidance for students, faculty, and staff. Services include phone, walk-in, and online technical support for technology training and troubleshooting. Additionally, we offer support in Office 365, Outlook E-mail setup, and ID cards.

Phone: 843-349-5340

Email: techcentral@hgtc.edu

Text: 843-357-8552

TECH Talk (Live Chat): Located on the “Home” tab in WaveNet.

Website: www.hgtc.edu/techcentral

Locations:

Conway Building 1100, Room 132D

Grand Strand Building 200, Room 136

Student Testing:

Testing in an **online/hybrid** course may be accomplished in a variety of ways:

- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Further more tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through RPNOW, our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

Disability Services:

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to Beth Havens, Director of Student Development on the Conway Campus Jaime Davis, Counselor/Advisor on the Georgetown Campus or Kristin Griffin, Counselor on the Grand Strand Campus. These individuals will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

Statement of Equal Opportunity/Non-Discrimination Statement

Horry-Georgetown Technical College prohibits discrimination and harassment, including sexual harassment and abuse, on the basis of race, color, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

Inquiries regarding the non-discrimination policies: Students and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs, Dr. Melissa Batten, VP Student Affairs, Title IX Coordinator, Building 1100, Room 107A, Conway Campus, PO Box 261966, Conway, SC 29528-6066, 843-349-5228, Melissa.Batten@hgtc.edu. Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources, Jacquelyne Snyder, VP Human Resources, Section 504, Title II, and Title IX Coordinator, Building 200, Room 212A, Conway Campus, PO Box 261966, Conway, SC 29528-6066, 843-349-5212, Jacquelyne.Snyder@hgtc.edu.

Title IX Requirements

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report with the college's Chief Student Services Officer, campus law enforcement, or with the college's Title IX Coordinator, or designee.

*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

<p>Inquiries regarding the non-discrimination policies:</p>	
<p>Student and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs.</p>	<p>Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.</p>
<p>Dr. Melissa Batten, VP Student Affairs <i>Title IX Coordinator</i></p> <p>Building 1100, Room 107A, Conway Campus PO Box 261966, Conway, SC 29528-6066 843-349-5228 Melissa.Batten@hgtc.edu</p>	<p>Jacquelyne Snyder, VP Human Resources <i>Section 504, Title II, and Title IX Coordinator</i></p> <p>Building 200, Room 212A, Conway Campus PO Box 261966, Conway, SC 29528-6066 843-349-5212 Jacquelyne.Snyder@hgtc.edu</p>