

HOSP-1950: RESTAURANT/FOOD SERVICE MANAGEMENT FIELD EXPERIENCE

Cuyahoga Community College

Viewing: HOSP-1950 : Restaurant/Food Service Management Field Experience

Board of Trustees:

December 2021

Academic Term:

Fall 2022

Subject Code

HOSP - Hospitality Management

Course Number:

1950

Title:

Restaurant/Food Service Management Field Experience

Catalog Description:

Hospitality Management Department supervised on-site work experience in Restaurant/Food Service Management. Students required to function in variety of workstations to reinforce learned classroom/lab skills. May be repeated up to three times with departmental approval.

Credit Hour(s):

1-3

Other Hour(s):

12-36

Other Hour Details:

Field Experience: 14 hours per week for 15 weeks (total 210 hours) per credit

Requisites

Prerequisite and Corequisite

HOSP-1010 Introduction to Hospitality Industry, and HOSP-1020 Sanitation and Safety, and HOSP-1031 Fundamentals of Culinary Arts, and HOSP-1040 Customer Service.

Outcomes

Course Outcome(s):

Obtain an entry level skill position in the food service industry.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Evaluate current job site and/or prospective job sites and available positions to find a work related experience that will include identified experiences needed to progress toward his or her job-related goals in restaurant/food service management.
2. Identify work concepts unique to positions in restaurant/food service management.
3. Establish professional and community contacts in the field of restaurant/food service management.
4. Function successfully in an approved foodservice/restaurant environment including demonstrating ability to perform at industry standards and ability to follow workplace policies and procedures.

Course Outcome(s):

Apply principles of quality to daily work tasks.

Objective(s):

1. Evaluate individual job related qualities and competencies in the field of restaurant/food service management.
 2. Review and restate if necessary individual job related goals
 3. Evaluate restaurant/food service industry techniques and practices used at the job-site in relation to learned techniques and practices and in relationship to new trends in the industry.
 4. Evaluate individual gains and experiences at the job site.
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Methods of Evaluation:

1. Self evaluation
2. Supervisor's evaluation
3. Instructor's evaluation

Course Content Outline:

1. Property Procedures
 - a. Reporting off
 - b. Changing schedules
 - c. Communications about scheduled work periods
2. Work habits/expectations
 - a. Prepared to work
 - b. Attendance
 - c. Correct uniform/dress
 - d. Professional appearance
 - e. Required tools
 - f. Following sanitary/safety rules and regulations
 - g. Time management
 - h. Productivity levels
 - i. Quality at work
3. Supervisor/employee relationship
 - a. Asking for help when needed
 - b. Chain of command
 - c. Constructive communication methods
4. Communication
 - a. Appropriate greetings
 - b. Respect for individual differences
 - c. Teamwork
 - d. Courteous manner/attitude
5. Personal characteristics related to the job
 - a. Appropriate judgment in decision making
 - b. Understanding relationship of tasks performed to total property mission
 - c. Positive and constructive attitude
 - d. Ability to learn new tasks

Resources

Ruhlman, Michael. *The Soul of a Chef: The Journey Toward Perfection (classic text)*. Penguin, 2001.

Boulud, Daniel. *Letters to a Young Chef (Art of Mentoring)*. 2nd ed. Basic Books, 2017.

Drucker, Peter. *The Essential Drucker: The Best of Sixty Years of Peter Drucker's Essential Writings on Management (classic text)*. Harper, 2008.

Meyer, Danny. *Setting the Table: The Transforming Power of Hospitality in Business*. Harper, 2008.

Cullen, Noel. *Life Beyond the Line: A Front-of-the-House Companion for Culinarians (classic text)*. Pearson/Prentice Hall, 2001.

Bourdain, Anthony. *Kitchen Confidential Updated Edition: Adventures in the Culinary Underbelly*. Ecco, 2007.

Nitzel, Dave, David Domzalski and Sean Finter. *The Bar Shift: 41 Short Management Lessons You Don't Have to Learn the Hard Way!*. CreateSpace Independent Publishing Platform, 2018.

Toister, Jeff. *Customer Service Tip of the Week: Over 52 Ideas and Reminders to Sharpen Your Skills*. Toister Performance Solutions, 2018.

Brown, Douglas Robert. *The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation*. 5th ed. Atlantic Publishing Group Inc, 2019.

McCormick, Jim. *The First-Time Manager*. 7th ed. AMACOM, 2018.

Resources Other

1. Policy and procedure manuals of practicum site
2. Texts from previous courses

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