

<p>M: Course Objectives / Learning Outcomes</p> <p>The student will be able to:</p> <ol style="list-style-type: none"> 1. practice theories taught in the classroom and reflect on the theory and practice; 2. acquire technical skills; 3. develop management skills and learn to manage customers in a proactive manner; 4. gain employment experience and increase their competitive position when applying for a permanent position; 5. gain insight into the occupation of their choice through meaningful experiences; 6. become professionally socialized and learn behaviours typical of and appropriate to the profession; 7. apply conceptual theory related to guest service in a practical setting; 8. become familiar with experiences related to the process of seeking employment; 9. develop a sense of responsibility required in the business world; 10. establish linkages to the business and industry community. 								
<p>N: Course Content:</p> <ol style="list-style-type: none"> 1. During the first month of Term 1, Year 1, each student will receive a “Career Passport of Hospitality and Tourism Experience” in which practical industry work experience will be recorded. The objective of recording work experience is to ensure that each student has a minimum of 500 hours of proven work experience in the industry prior to graduation. Some credit may be given for work experience prior to registering at Douglas College. 2. Practice in the following areas of dining room operations: <ol style="list-style-type: none"> a) Serving b) Cashiering c) Hosting – greeting and problem-solving d) Bartending e) Food preparation 								
<p>O: Methods of Instruction</p> <p>Students will meet periodically with their faculty advisor to discuss progress, problems and the term report.</p>								
<p>P: Textbooks and Materials to be Purchased by Students</p> <p>None.</p>								
<p>Q: Means of Assessment</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Term reports</td> <td style="text-align: right;">40%</td> </tr> <tr> <td>Supervisor’s evaluations</td> <td style="text-align: right;">30%</td> </tr> <tr> <td>Instructor’s evaluations</td> <td style="text-align: right;"><u>30%</u></td> </tr> <tr> <td></td> <td style="text-align: right;"><u>100%</u></td> </tr> </table> <p>STUDENTS MUST COMPLETE <u>ALL</u> COMPONENTS OF THE COURSE TO OBTAIN CREDIT FOR THE COURSE.</p>	Term reports	40%	Supervisor’s evaluations	30%	Instructor’s evaluations	<u>30%</u>		<u>100%</u>
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	<u>100%</u>							
<p>R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR</p>								

Course Designer(s): **Steve Rowe**

Education Council / Curriculum Committee Representative

Dean / Director: **Rosilyn G. Coulson**

Registrar: **Trish Angus**