

Food and Beverage Service

CHEF1210 001

Instructor Information

Course Description

The course concentrates on professional standards of performance for dining room personnel. Course may be taught with a Community-Engaged Learning component.

Semester: Fall & Spring

Course Student Learning Outcomes

- Define the concept of “moments of truth” and its significance in customer service.
- Explain why customer service is essential for a food service operation, listing its impact and relating it to the service-profit chain.
- Differentiate between internal and external customers.
- Apply the systems management approach to enhance customer service within a foodservice operation.

- Demonstrate how to provide service utilizing the traditional styles of service while maintaining effective communication with guests.
- Determine the impact of guest information and how this can be used to train staff. and analyze the importance of determining and meeting customer expectations.
- Evaluate the various types of feedback collected from internal and external customers to improve service quality.
- Synthesize strategies for resolving customer complaints effectively, highlighting the connection between customer satisfaction and loyalty.

Course Prerequisites

None

Transfer/Certification/Licensure/Employment Information

N/A

Communication Plan

I will respond to email within 24 hours on weekdays, 48 hours on weekends.

I will offer feedback on major assignments within 1 week.

The best way to contact me is via the Canvas Inbox, as I will prioritize this email over other modes of communication.

Course Content Warnings/Trigger Warnings

This course may have a service learning component. See course schedule for details.

Brief Description of Assignments/Exams

Weekly Homework Assignments:

Answer select questions from the text.

Weekly Quizzes

In general, each chapter quiz:

- Has 25 questions
- You get one attempt
- You have 60 min to complete the quiz

Grading Scale

All assignments must be turned in prior to the scheduled completion of the class. All assignments will be graded on a "Percentage System". The following table displays the assignment as percentage of specific areas of evaluation.

Assessment Criteria

Quizzes	15%
Discussions	15%
Homework	30%
Midterm and Final Exams	40%
Total	100%

Grading Scale

A	100% to 94%	B-	< 84% to 80%	D+	< 70% to 67%
A-	< 94% to 90%	C+	< 80% to 77%	D	< 67% to 64%
B+	< 90% to 87%	C	< 77% to 74%	D-	< 64% to 61%
B	< 87% to 84%	C-	< 74% to 70%	E	< 61% to 0%

Homework Assignment Policy

- Homework assignments submitted by the posted due date will receive up to 10% extra credit.
- Homework assignments are designed to prepare you for the quizzes and examinations. Please take advantage of the extra credit opportunity for all homework assignments submitted by the due date.

Late Assignment Policy

Homework assignments submitted after the due date will receive a 1.5% grade deduction per day.

[How to Navigate to Canvas](#)

[Additional Policies](#)

Artificial Intelligence:

Generative artificial intelligence (AI) software is a rapidly emerging tool that students may be interested in using. If doing so, SLCC students are expected to adhere to the same standards as the Code of Student Rights and Responsibilities statement on plagiarism. **Presenting generative AI software content as your own is a violation of academic integrity.** If you use generative AI in your work, you must indicate that you have done so.

Learn more about plagiarism from the SLCC "Code of Student Rights and Responsibilities" (section 5.d of the guide). The guide discusses how to avoid plagiarism when using generative AI tools and content on the "ChatGPT and Citations" page.

[Student Academic Calendar](#)

As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar below:

[SLCC Student Academic Calendar](#)

Institutional Policies

As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities, academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

You can access the document by clicking on the following link:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>

Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, please visit the Institutional Syllabus under the Tutoring and Learning Support tab:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the challenges of college life. To learn more about the resources available to you and how to access them, please visit the Institutional Syllabus under the Advising and Counseling Support Services tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.

Assignment Schedule

Due Date	Assignment Name	Assignment Type	Points
	Class Participation	Assignment	100
	Introduce Yourself	Discussion	0
	Roll Call Attendance	Assignment	100
	Service	Assignment	100
8/21	Scavenger Hunt/Practice Submitting Assignments	Assignment	10
8/23	Chapter 1 Homework	Assignment	100
8/23	Introduce Yourself	Discussion	15
8/26	Chapter 1 Quiz	Quiz	100
8/30	Chapter 2 Homework	Assignment	100
9/2	Chapter 2 Quiz	Quiz	100
9/6	Chapter 3 Homework	Assignment	100
9/9	Chapter 3 Quiz	Quiz	100
9/10	Napkin Fold Presentation	Assignment	100
9/17	Formal Table Setting	Assignment	100
9/20	Chapter 4 Homework	Assignment	100
9/23	Chapter 4 Quiz	Quiz	100
10/7	Chapter 5 Quiz	Quiz	100
10/7	Chapter 5 Homework	Assignment	100

Due Date	Assignment Name	Assignment Type	Points
10/11	Chapter 6 Homework: Wine	Assignment	100
10/14	Chapter 6 Quiz: Wine	Quiz	100
10/18	Chapter 6 Homework: Whiskey and Distilleries	Assignment	100
10/21	Chapter 6 Quiz: Whisky & Distilleries	Quiz	100
10/21	Midterm: Chapters 1-5	Quiz	100
10/25	Chapter 6 Homework: Tea and Coffee	Assignment	100
10/28	Chapter 6 Quiz: Tea and Coffee	Quiz	100
11/1	Chapter 6 Homework: Beverage Trends	Assignment	100
11/8	Chapter 7 Homework	Assignment	100
11/11	Chapter 7 Quiz	Quiz	100
11/15	Chapter 8 Homework	Assignment	100
11/18	Chapter 8 Quiz	Quiz	100
11/22	Chapter 9 Homework	Assignment	100
11/25	Chapter 9 Quiz	Quiz	100
11/29	Chapter 10 Homework	Assignment	100
12/2	Chapter 10 Quiz	Quiz	100
12/12	Final Multiple Choice	Quiz	50

Due Date	Assignment Name	Assignment Type	Points
12/12	Final Short Answer	Quiz	50