

**Tompkins Cortland Community College**  
**Master Course Syllabus**

**Course Discipline and Number: HRMG 102**  
**Course Title: Food Service and Preparation II**

**Year: 2021-2022**  
**Credit Hours: 3**

**Attendance Policy:** *To maintain good grades, regular attendance in class is necessary. Absence from class is considered a serious matter and absence never excuses a student from class work. It is the responsibility of all instructors to distribute reasonable attendance policies in writing during the first week of class. Students are required to comply with the attendance policy set by each of their instructors. Students are not penalized if they are unable to attend classes or participate in exams on particular days because of religious beliefs, in accordance with Chapter 161, Section 224-a of the Education Law of the State of New York. Students who plan to be absent from classroom activity for religious reasons should discuss the absence in advance with their instructors. See college catalog for more information.*

**Services for Students with Disabilities:** *It is the College's policy to provide, on an individual basis, appropriate academic adjustments for students with disabilities, which may affect their ability to fully participate in program or course activities or to meet course requirements. Students with disabilities should contact the Coordinator of Access and Equity Services, to discuss their particular need for accommodations. All course materials are available in alternate formats upon request.*

**Course Description**

This course involves practical application of elements of Food Service and Preparation I. Students work either in a commercial or institutional food service operation on a weekly basis. A weekly debriefing/discussion of the students' work experience is included. Prerequisites: HRMG 101; ENGL 100; MATH 090 if required by placement testing; prior completion or concurrent enrollment in RDNG 116 if required by placement testing. 3 Cr. (1 Lec., 8 Lab.) Occasionally.

**Course Context/Audience**

This is a required course in the Hotel and Restaurant Management A.A.S. degree program. It involves experiential work to apply what the student learned in HRMG 101. Students work in restaurants, or institutional food service operations (cafeterias, hospitals, factories, etc.).

**Basic Skills/Entry Level Expectations**

**Writing:** WC College level writing skills are required. See course co-requisites or pre-requisites.

**Math:** M2 Completed MATH 090 (if needed) - Course requires only the use of basic mathematical skills.

**Reading:** R3 Course may be taken concurrently with RDNG 116.

**Course Goals**

The student will gain experience in kitchen terminology, kitchen equipment use, food production and customer service.

**Course Objectives/Topics**

<b>Objective/Topic</b>	<b># Hours</b>
Students will learn job search skills and develop an understanding of the operation in which they work.	9 Hours
Students will learn the operations menu and how it is used for marketing, production and other uses.	6 Hours
Students will learn how the operation is marketed using methods other than the menu.	6 Hours
Students will be able to utilize proper safety and sanitation techniques in their operation and be able to recognize violations of these techniques.	6 Hours
Students will be able to utilize proper food production techniques including equipment utilization.	6 Hours
Students will be able to utilize proper customer service techniques in their operation.	6 Hours
Students will understand the duties of managerial employees in food service operations.	6 Hours
Field Work	90 Hours

**General Education Goals - Critical Thinking & Social/Global Awareness**

<p><b>CRITICAL THINKING OUTCOMES</b></p>	<p><b>HOW DOES THE COURSE ADDRESS THE OUTCOMES</b> (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)</p>
<p>Students will be able to</p> <ul style="list-style-type: none"> <li>➤ develop meaningful questions to address problems or issues.</li> <li>➤ gather, interpret, and evaluate relevant sources of information.</li> <li>➤ reach informed conclusions and solutions.</li> <li>➤ consider analytically the viewpoints of self and others.</li> </ul>	<p>The student will be working under existing conditions set by an owner or company. They will have the opportunity to compare concepts they have learned in HRMG 101 and how some operators put (or do not put) these concepts into action.</p> <p>They will be able to see how closely an actual operation follows the theories learned in class. This gives them the opportunity to</p> <ul style="list-style-type: none"> <li>• compare classroom knowledge with an actual operation</li> <li>• investigate why the existing system is in place</li> <li>• evaluate what is working and what needs revision</li> <li>• develop suggested solutions for improved performance</li> </ul> <p>These student observations and evaluations, including suggested solutions should be part of an ongoing written journal assignment.</p> <p>The journal will give the student experience to communicate information in a professional manner. A written summary of the experience will be required.</p>
<p><b>SOCIAL/GLOBAL AWARENESS OUTCOMES</b></p>	<p><b>HOW DOES THE COURSE ADDRESS THE OUTCOMES</b> (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)</p>
<ul style="list-style-type: none"> <li>➤ Students will begin to understand how their lives are shaped by the complex world in which they live.</li> <li>➤ Students will understand that their actions have social, economic and environmental consequences.</li> </ul>	<p>Working in an actual food operation, the student will experience the total cycle of providing food service not only how food is prepared. They will make observations on how the areas relate and give their evaluation of each. The student will see how each area or department of an operation touches another. No matter the size of the operation, the following concepts can be observed. Conception &gt; Marketing &gt; Specifications &gt; Ordering &gt; Receiving &gt; Controls &gt; Inventory &gt; Preparation &gt; Service &gt; Customer Feedback &gt; Coworker Interaction &gt; Sanitation &gt; Financial Review &gt; Evaluation</p> <p>Students will be working with people from various social and cultural backgrounds. They will see how the Human Resources process is, or should be, inclusive to all. Balancing the needs of the operation and the needs of the staff will be an excellent learning experience.</p> <p>In terms of environmental impact, the student will see what steps are needed to formulate, put into operation, train, and evaluate cost for sustainability programs</p>

**Instructional Methods**

This course is an internship course which has work experience combined with discussion of this experience with classmates. The work experience provides the student the opportunity to apply information learned in HRMG 101. The discussion section provides each student with information about other operations and the experiences of their classmates

in those operations.

### Methods of Assessment/Evaluation

Method	% Course Grade
Participation in class discussion and laboratory	40%
Employer evaluation of student work experience	30%
2 Written reports @ 15% each (Summary of operation in which student works and Critique of another operation)	30%

### Text(s)

Essentials of Professional Cooking, Gisselin, Wayne, Latest Edition, © 2004 Wiley

### Bibliography

No print resources specified

### Other Learning Resources

<b>Audiovisual</b> No resources specified
<b>Electronic</b> No resources specified
<b>Other</b> No resources specified