CULINARY ARTS INSTITUTE
@ LOS ANGELES MISSION COLLEGE
FOOD SERVICE MANAGEMENT/CULINARY ARTS PROGRAM
INTRODUCTION TO HOSPITALITY INDUSTRIES
Syllabus
SPRING 2013

Section:	3260
Units:	4
Location:	Culinary Arts Institute Building – Rm. 232
Hours:	Monday Lecture – 3:30pm – 6:40pm
Texts:	

- Introduction to the Hospitality Industry, 8th Edition by Tom Powers and Clayton W. Barrows
- Workbook: NRAEF ManageFirst Program – Hospitality and Restaurant Management, Competency Guide with Official ScanTron Mandatory. NO USED BOOKS!

Chef Instructor:	Chef Louis Zandalasini, Dept. Chair/Professor
Phone:	818.364.7849
Email:	ZandalLJ@lamission.edu
Office Location:	Culinary Arts Institute Faculty Offices, 2nd Floor – Rm. 224
Office Hours:	By Appointment or Before Class

PREREQUISITE: FSMgmt 050 and negative TB test result.

WHAT ARE STUDENT LEARNING OUTCOMES?

- Student Learning Outcomes (SLO's) focus on designing curriculum around answering this question:
- What will a student be able to DO in his/her multiple roles with what he/she learns in the course?
- When instruction focuses on SLO's the learning process is more learner centered and more relevant to a student's life.

STUDENT LEARNING OUTCOMES:

- Upon successful completion of this course students will demonstrate basic understanding and identify the various concepts and operations within the hospitality industry.

- Upon successful completion of this course students will explain the managerial duties of a restaurant operation as it relates to the hospitality industry.

- Upon successful completion of this course students will evaluate the quality of hospitality operations through presentation and individual and/or team participation with concepts through location, marketing, service and career opportunities within the industry.

COURSE DESCRIPTION: Welcome to Introduction to the Hospitality Industry class! Please notice that the emphasis in this class is on the Food Service and Management in the Hospitality Industry. You will explore careers in the industry. You will have the opportunity to learn about "the team concept." There is a great deal of information available and we will cover this during the next 16 weeks.

- The class includes reading assignments listed on your syllabus.
- You are to complete one internet exercise weekly pertaining to the chapter we are working on.
- Your workbook will be completed and checked on your own time. This includes a notebook that has key terms defined for each chapter and exercises assigned in the workbook.
- Class will have lectures and speakers.
- This class is designed to help you choose your career wisely.

COURSE OBJECTIVES:

- Identify specialized areas within the hospitality industry
- Identify the organizational structures for hotels, restaurants, and the hospitality industry in general
- Identify and apply the terminology in the hospitality field
- Demonstrate professional work ethics within the various aspects of the industry
- Recognize career opportunities and educations/professional requirements needed
- Identify the components of general management function

STUDENTS WITH SPECIAL NEEDS: If you have any health impairments that require regular medication, or any disability that might affect your performance in the class or lab, and would like your chef instructor to make special accommodations, please call our campus Special Services Director at 818-364-7734 as soon as possible. They will help you arrange special accommodations for your classes. The special needs of each student are met, in part, by:

1. Group discussion at the "peer" level, providing for the interchange of ideas
2. Reading materials supplementing the required text material
3. Availability of the teacher for personal interviews and referral to appropriate community resources as indicated.

DIETARY SERVICE SUPERVISOR STUDENTS: FOOD SERVICE MANAGEMENT 101: Students will learn to ensure that all foods are served by methods that conserve nutritive value, flavor and appearance and all foods are prepared in a form designed to meet individual needs. All substitutions should be similar nutritive value. Student's competency will be demonstration and evaluated by the Registered Dietitian/Professor.

COURSE READINGS:
Additional readings may be brought to class or distributed by the chef instructor. Students are expected to read these materials and integrate them with the textbook's context. Chef Instructor will invite guest speakers from current service provider for a real experience in the hotel & restaurant industry.

All students attending this class are request to adhere in the following:

Use student dining room area	Pick up after your self
Ask for permission before entering Main Kitchen to see any Chef Instructor	Do not help yourself with food in the Main Kitchen

Make an appointment to speak with Chef	Do not hang around in the Main Kitchen for no apparent reason other than if you are assigned to work or are volunteering.

UNIFORM CODE: Students must be in proper CAI school uniform at all times. Black skull caps and bistro aprons are necessary only if food is being prepared. By law, students must wear appropriate attire in the food production laboratory. It is the student's responsibility to be dressed in clean, proper attire for all lab periods. If you are not dressed appropriately/complete uniform, you will not be admitted to class, and you will be given an absence for the day. If you are passing through or working in the kitchen, you must be in uniform. NO EXCUSES!

COMPLETE UNIFORM:

- White Chef Coat, white bistro apron, black skull cap, neckerchief/cravat, heavy non-slip black shoes with shoe laces/ties or clogs, black or white socks, and houndstooth/checkered pants. Student will be sent home and marked absent if not in full uniform.
- No nail polish, faux nails or rings. Wedding band okay. Nails must be trimmed and short. No excuse.
- No earrings (studs ok), nose rings or facial piercings.
- No sweaters or hoodies under the chef coat. Wear white thermal long sleeve shirts instead.
- Completely clean shave or beard and mustache trimmed neat to ¼ inch in length. You will be sent home if you have not shaved and can only return if you have shaved.

ATTENDANCE: Culinary Arts Institute's attendance policy approximates the expectations found in a working situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the culinary arts and hospitality industries. At the time the student moves from training into a career, the employer will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of Culinary Arts Institute @ LAMC consider each moment in class imperative for success. When the student is not in the classroom, the information missed cannot be recaptured.

MISSED WORK: If a student arrives late to class, and a test is still in progress, the student may take the test with no penalty. If a student misses a test or an assignment, the test/assignment will have ten (10) points deducted from the score. The student must contact his/her chef instructor to arrange to make-up the test/assignment prior to his/her return to the next scheduled class. If a student does not contact the chef instructor to make-up the test assignment before the day he/she returns to the next scheduled class, the student will receive a zero (0) for the test/assignment.

SPECIAL CATERING EVENT:
Occasionally as part of your learning environment in the Culinary Arts Institute, you will be asked to participate in food preparation and cooking for catering events for the college. This enhances your experience in the kitchen and makes you a stronger culinary arts student.

This spring 2013 semester we have the following events:
(tentative) Annual Spring Fest – Food & Wine Show
(tentative) Raw-Super Foods-Vegan-Gluten Free Workshop

CLASSROOM CONDUCT:

- College level behavior that demonstrates respect for the classroom environment is expected.
- ALL CELL PHONES ARE TO BE TURNED OFF DURING CLASS

- NO hats or inappropriate clothing will be worn over or on top of the CAI uniform.
- NO children are to be brought to class.
- NO swearing, illegal drugs, alcoholic beverages or weapons of any kind are allowed.
- NO eating or drinking at any time during class.
- TREAT OTHERS AS YOU WOULD LIKE TO BE TREATED.

LEARNING ABOUT YOU:

You will be asked to write about yourself and who you are today. What would you like to become as a result of this class and pursuing a career in the Culinary Arts industry? If you met someone new, how would you introduce yourself to tell them who you are? What would you say to leave a memorable thought about you, who you are and what you have to offer? We will discuss this project in class. Business card due by Week Ten (10) of class.

ASSIGNMENTS & EVALUATION:

1.	2 Progress Evaluations @ 50 points	=	100
2.	4 Chapter Quizzes @ 25 points	=	100
3.	Special Project - Business Card	=	100
4.	Final Exam (Intro to Hospitality	=	300
5.	Final Project Presentation	=	200
6.	Attendance & Participation	=	200
	Total Points	=	1000

GRADING SCALE:

900-1000	= A	
800-899	= B	
700-799	= C	
600-699	= D	
599 - below	= F	Fail

IMPORTANT:

THE SYLLABUS IS SUBJECT TO CHANGE ACCORDING TO LA MISSION COLLEGE SCHEDULE, FACULTY FUNCTIONS AND PRODUCT/INGREDIENT AVAILABILITY.

CULINARY ARTS INSTITUTE
@ LOS ANGELES MISSION COLLEGE
FOOD SERVICE MANAGEMENT/CULINARY ARTS PROGRAM
FSMGMT 100 - INTRODUCTION TO HOSPITALITY INDUSTRIES
MONDAYS – 3:30pm-6:40pm
Course Outline
SPRING 2013

Please note that the schedule below may be subject to change.

WEEK 1	DATE	TOPIC	ASSIGNMENTS
Day 1 MON	2/4	First Day! The Culinary Arts Institute @ Mission College welcomes all students for an exciting spring semester 2013! • Introductions • Orientation to our Food Service Mgmt./Culinary Arts Program • Methodology of course study • Class Objectives • Course Outline • Syllabus • Class Assignments & Readings <u>PART ONE: Perspectives on Careers in Hospitality</u> ▪ Chapter 1 – The Hospitality Industry & You ▪ Chapter 2 – Forces Affecting Growth and Change in the Hospitality Industry	<u>NRAEF ManageFirst - Intro to Hospitality:</u> Chapter 1 – The Dynamics of Leadership in the Hospitality Industry
WEEK 2	**DATE**	**TOPIC**	**ASSIGNMENTS**
Day 2 MON	2/11	<u>PART TWO: Food Service</u> ▪ Chapter 3 – The Restaurant Business ▪ Chapter 4 – Restaurant Operations	<u>NRAEF ManageFirst - Intro to Hospitality:</u> Chapter 2 – Goal Setting in the Hospitality and Restaurant Industry <u>QUIZ: Five (5) questions and one (1) internet exercise.</u>
WEEK 3	**DATE**	**TOPIC**	**ASSIGNMENTS**
Day 3 MON	2/18	<u>HOLIDAY – PRESIDENT'S DAY</u> <u>PART TWO: Food Service (cont.)</u> ▪ Chapter 5 – Restaurant Industry Organizations, Chain, Independent or Franchise ▪ Chapter 6 – Competitive Forces in	<u>NRAEF ManageFirst - Intro to Hospitality:</u> Chapter 3 – Communicating Effectively as a Leader <u>QUIZ: Five (5) questions and one (1)</u>

		Food Service	internet exercise.
WEEK 4	DATE	TOPIC	ASSIGNMENTS
Day 4 MON	2/25	PART TWO: Food Service (cont.) ▪ Chapter 7 – Issues facing Food Service ▪ Chapter 8 – On-Site Food Service	NRAEF ManageFirst - Intro to Hospitality: Chapter 4 – Managing Compensation
WEEK 5	DATE	TOPIC	ASSIGNMENTS
Day 5 MON	3/4	REVIEW – Chapters 1 through 8	NRAEF ManageFirst - Intro to Hospitality: Chapter 5 – Managing Terminations
WEEK 6	DATE	TOPIC	ASSIGNMENTS
Day 6 MON	3/11	PART THREE: Travel and Tourism ▪ Chapter 9 – Lodging: Meeting Guests Needs ▪ Chapter 10 – Hotel and Motel Operations	NRAEF ManageFirst - Intro to Hospitality: Chapter 6 – Motivation and Employee Development
WEEK 7	DATE	TOPIC	ASSIGNMENTS
Day 7 MON	3/18	PART THREE: Travel and Tourism (cont.) ▪ Chapter 11 – Forces Shaping the Hotel Business ▪ Chapter 12 – Competition in the Lodging Business	NRAEF ManageFirst - Intro to Hospitality: Chapter 7 – Win-Win Scheduling Practices
WEEK 8	DATE	TOPIC	ASSIGNMENTS
Day 8 MON	3/25	PART FOUR: Travel and Tourism ▪ Chapter 13 – Tourism: Front and Center – Internet Exercises ▪ Open Guest Lecturer	NRAEF ManageFirst - Intro to Hospitality: Chapter 8 – Teamwork in the Foodservice/Hospitality Workplace
WEEK 9	DATE	TOPIC	ASSIGNMENTS
Day 9 MON	4/1	SPRING BREAK and Cesar Chavez Day	SPRING BREAK
WEEK 10	DATE	TOPIC	ASSIGNMENTS
Day 10 MON	4/8	MIDTERM EXAM – NRAEF COMPETENCY EXAM PART FOUR: Travel and Tourism (cont.) ▪ Chapter 14 – Destinations: Tourism Generators ▪ Open Guest Lecturer	NRAEF ManageFirst - Intro to Hospitality: Chapter 9 – Dimensions of Problem Solving
WEEK 11	DATE	TOPIC	ASSIGNMENTS
Day 11 MON	4/15	PART FOUR: Travel and Tourism (cont.) ▪ Chapter 15 – The Role of Service in the Hospitality Industry Open Guest Lecturer	NRAEF ManageFirst - Intro to Hospitality: Chapter 10 – Planning and Conducting Effective Meetings

WEEK 12	DATE	TOPIC	ASSIGNMENTS
Day 12 MON	4/22	REVIEW of NRAEF ManageFirst - Intro to Hospitality for FINAL EXAM	
WEEK 13	DATE	TOPIC	ASSIGNMENTS
Day 13 MON	4/29	▪ Open Guest Lecturer	
WEEK 14	DATE	TOPIC	ASSIGNMENTS
Day 14 MON	5/6	Presentations of Final Projects	
WEEK 15	DATE	TOPIC	ASSIGNMENTS
Day 15 MON	5/13	Presentations of Final Projects Review for Final	
WEEK 16	DATE	TOPIC	ASSIGNMENTS
Day 16 MON	5/20	Final Exam for Hospitality and Restaurant Management	
WEEK 17	DATE	TOPIC	ASSIGNMENTS
Day 17 MON	5/27	Holiday – Memorial Day	

NOTE: Remember to check this fall 2013 Schedule and register early! Classes may be cancelled due to low enrollment or classes may be full and closed. There are no "wait lists" available at LA Mission College.

HOLIDAYS (College CLOSED)

Martin Luther King – January 21 President's Day – February 15-18
Cesar Chavez Day – April 1 Spring Break – March 29-April 5 Memorial Day – May 27

IMPORTANT DATES

Last day to process Audit Add Request ..... February 15
Last day to petition for Credit/No-Credit ..... March 8
Last day for Section Transfer ..... March 8
Deadline to petition for Spring/Summer 2013 Graduation... ..... March 29
Classes end ..... May 25
FINAL EXAMS ..... May 28 - June 3
Graduation Day ..... June 4
PRIORITY Registration Dates - Enrollment is by appointment only, through the Internet
(You may not register before your appointment date and time.)
EOPS, DSPS Foster Youth and Veterans ..... November 26 to 28
Continuing Students ..... Nov. 29 to Dec. 23
New and Re-entering Students ..... December 24
ADD Dates - *Late ADDs are not permitted*
Deadline to add full term (16-week) classes (In Person) ..... February 15
(Short Term Classes Have Different Deadlines-Check with Your Instructor)
DROP Dates (16-week classes)
Drop classes without receiving a "W" with refund (In Person)..... February 18*
Drop classes without receiving a "W" with refund (Internet) ..... February 18*
Drop classes without incurring fees or with a refund
(Registration/parking/non-resident fees – 16-week semester-length classes)

In Person/Internet ..... February 18*
NOTE: Contact the Offi ce of Admissions & Records for deadlines on late start, short-term, and special program classes.
Drop classes with a "W" *(Letter grade is required from this date forward)*
In Person ..... May 3
Internet ..... May 5
**PLEASE NOTE: The District required earlier and revised deadlines starting Summer 2012. A "W" will appear on your transcript record after this date. REMINDER: There is a new LACCD enrollment limit. The limit is now three times to take a class and includes both substandard grades and withdrawals. (See Important Notice, page 3)*

If you stop attending a class (or wish to drop a class), YOU MUST DROP THE CLASS YOURSELF – OFFICIALLY – on or before May 5, 2013 (Internet). Failure to do so may result in a grade of "F" in that class.

COLLEGE RESOURCES FOR STUDENTS

Admissions and Records: Students can register for classes, request transcripts, file petitions for graduation, and drop classes at this office. For more information call 818-833-3322 or visit: http://www.lamission.edu/admissions/

Assessment Center: Offers student assessments in English, English-as-a-Second-Language (ESL) and Mathematics. Please contact the Assessment Center at (818) 364-7613 for more information or visit http://www.lamission.edu/assessment/

Bookstore: For hours of operation, book availability, buybacks, and other information call 818-364-7767 or 7768 or visit http://eagleslanding.lamission.edu/default.asp

Counseling Department Office: For appointments and information call 818-364-7655 or visit http://www.lamission.edu/counseling/

Disabled Students Programs and Services (DSP&S): For appointments, eligibility and information call 818-364-7732 or visit http://www.lamission.edu/dsps/

Extended Opportunity Programs and Services (EOPS): For appointments, eligibility and information call 818-364-7645 or visit http://www.lamission.edu/eops/

Financial Aid: For information and applications call 818-364-7648 or visit http://www.lamission.edu/financialaid/

Library: For information on hours, resources, workshops, and other services contact 818-364-7106 or visit http://www.lamission.edu/library/

Tutoring Services in Learning Center: Laboratories for Learning, Writing, Math &Science. Walk-in and appointment services offered. Call 818-364-7754 or visit www.lamission.edu/learningcenter/