COURSE SYLLABUS

COURSE TITLE: Customer Service
NUMBER/SECTION: HOSP 207
CRN:

CONTACT INFORMATION

Instructor:
First Name: Jeffrey
Last Name: Taber
Phone Number: 812-330-6267
Email (Ivy Tech Email): jtaber3@ivytech.edu
Blackboard IM ID: jtaber3
Office/Campus Location: M 129
Office Hours: Monday 9:00 AM- 12:00 PM Tuesday 2:00- 4:00 PM; Thursday 2:00- 4:00 PM; Friday, Office Hours by appt only; BB IM office hours by appointment

Instructor's Supervisor:
First Name: Jim
Last Name: Heinzen
Phone Number: 812-330-6145
Email (Ivy Tech Email): jheinzen@ivytech.edu
Office/Campus Location: M 124

Online Learning Support:
First Name: Lisa
Last Name: Roberts
Phone Number: 812-330-6230
Email (Ivy Tech Email): bl-inst-tech@lists.ivytech.edu
Office/Campus Location: L 129 Liberty Drive

COLLEGEWIDE COURSE OUTLINE OF RECORD

COURSE TITLE: Customer Service
COURSE NUMBER: HOSP 207
PREREQUISITES: HOSP 101 Sanitation and First Aid and HOSP 102 Basic Food Theory and Skills
SCHOOL: Public and Social Services
PROGRAM: Hospitality Administration
CREDIT HOURS: 3
CONTACT HOURS: Lecture: 1 Lab: 2 Clinical: 3

DATE OF LAST REVISION: Fall, 2011
EFFECTIVE DATE OF THIS REVISION: Fall, 2013

CATALOG DESCRIPTION: This course provides students with practical knowledge and skills of restaurant operations. Knowledge and appreciation of the relationship between “front” and “back” of the house is emphasized through operation of an actual food service environment. Quality of service is emphasized through management of the guest experience. Additional course work will include tableside cookery and the study of beverages and wines.

MAJOR COURSE LEARNING OBJECTIVES: Upon successful completion of this course the student will be expected to:
1. Demonstrate the general rules of table settings and service.
2. Demonstrate specific American, English, French and Russian service.
3. Discuss food delivery system such as banquets, buffets and catering.
4. Describe the functions of dining service.
5. Discuss training procedures for processing guest checks.
6. Discuss procedures for processing guest checks.
7. Demonstrate and understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.
8. Explain interrelationships and work flow between dining room and kitchen operations.
9. Discuss sales techniques for service personnel, including menu knowledge and suggestive selling.
10. Identify all local, state, and federal laws pertaining to the purchase and service of alcoholic beverages.
11. Distinguish the basic production process for distilled spirits, liqueurs, and beer and brandies.
12. Distinguish wines by grape and/or other fruit variety, country, growing region and production process.
13. Evaluate the relationship of beverages to food.
14. Identify the preparation, presentation and service of alcoholic, non-alcoholic and de-alcoholized beverages to include coffees and teas.
15. Identify equipment and glassware used for beverage preparation and service.
16. Discuss opening and closing procedures of a beverage operation.
17. Identify signs and levels of intoxication and methods to control consumption by guests. Discuss Dram Shop Act and liquor law liability.
18. Explain procedures for implementing internal beverage controls.
19. Create menu item descriptions following established truth-in-menu guidelines.
20. Determine menu process utilizing proper cost controls.
21. Discuss the importance of product mix; check average and their impact on profit contribution.
22. Develop a menu layout for a foodservice operation.
23. **Explain the importance of Customer Service and its evolution in different cuisines throughout the world.**

COURSE CONTENT: Topical areas of study include -
- Quality customer service
- Operation of Point of Sale (POS) system.
- Classic service styles
- Proper table etiquette
- Bar and beverage service
- Front of the House (FOH)
- Restaurant marketing

CERTIFICATION/LICENSURE TRAINING DISCLAIMER:
Ivy Tech cannot guarantee that any student will pass a certification or licensing exam. Your success will be determined by several factors beyond the instruction you are given in the classroom including your test-taking skills, your willingness to study outside of class, and your satisfactory completion of appropriate practice exams. Certification and licensure exam questions are drawn from databases of hundreds of possible questions; therefore, a thorough understanding of the subject matter is required. Ivy Tech’s coursework is designed to assist you in understanding the material sufficiently to provide a firm foundation for your studies as you prepare for the exam.

HOW TO ACCESS THE IVY TECH COMMUNITY COLLEGE LIBRARY:
The Ivy Tech Library is available to students’ on- and off-campus, offering full text journals and books and other resources essential for course assignments. Go to http://www.ivytech.edu/library/ and choose the link for your campus.

ACADEMIC HONESTY STATEMENT:
The College is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement. Cheating on papers, tests or other academic works is a violation of College rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to, plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior. Ivy Tech Community College 3 HOSP 207 Academic Affairs
COPYRIGHT STATEMENT:
Students shall adhere to the laws governing the use of copyrighted materials. They must insure that their activities comply with fair use and in no way infringe on the copyright or other proprietary rights of others and that the materials used and developed at Ivy Tech Community College contain nothing unlawful, unethical, or libelous and do not constitute any violation of any right of privacy.

ADA STATEMENT:
Ivy Tech Community College seeks to provide reasonable accommodations for qualified individuals with documented disabilities. If you need an accommodation because of a documented disability, please contact the Office of Disability Support Services.

If you will require assistance during an emergency evacuation, notify your instructor immediately. Look for evacuation procedures posted in your classroom.

COURSE POLICIES & PROCEDURES

 Participation: Students are given a performance grade (15 points) for each class based on the following:

- **Uniform** – wearing a complete uniform
- **Clean up** – during and after class
- **Professionalism** – taking direction and accepting criticism well, cooperating, incorporating neat work habits, proper language, punctuality
- **Skills** – improvement in ability, accuracy, quality of skills learned. Ability to complete the task properly and skillfully; proper use of tools.
- **Teamwork / Attitude** – respects fellow students, maintains a positive attitude, does not disrupt class with personal dissatisfaction of his/her performance in class or with other students, or with negative remarks about the school or program.

**IMPORTANT**: if a student skips out on cleaning (sits or stands around away from clean-up activity, mysteriously vanishes when it is time to clean/wash dishes or is caught repeatedly leaving/stacking dishes at sink then abandoning them) that student will be called out and receive no participation points for that day.

**SMOKING**: smokers can smoke ONLY during scheduled break. There will be NO impromptu smoke breaks nor will students be allowed to go to their cars for any reason at any time other than the scheduled break. ALSO, smokers MUST wash their hands BEFORE entering the kitchen.
Students caught taking smoke breaks will lose all points for the day.
ATTENDANCE / MAKE-UP POLICY:
Students who are late 15 minutes after the start of class, or leave before class is dismissed, will be subject to a zero in the participation grade for that class, unless previous arrangements had been made. Students arriving 30 minutes late may not be admitted to class, if lab has already begun, therefore, receiving a zero for that class; unless, of course, the student had made previous arrangements.
Students are expected to be in attendance at each class. The legitimacy of an absence will be weighed on an individual basis.

When circumstances arise making it impossible to attend class or scheduled activity, the student is expected to confer to the instructor in advance. Work missed, as well as participation points, due to an unexcused absence cannot be made up. The instructor has the option, depending on the circumstance, of allowing students to make up material missed.

You are responsible for timely assignment/quiz submission. Should your personal computer system or network go down, you must still turn in your work in a timely manner. Don’t wait until the last minute. Plan ahead by seeking alternative means for submitting your work before you need to. Local libraries and all Ivy Tech Community College campuses can serve as alternative resources. Contact your campus or other public lab for schedules and Internet availability. Not having access to the required software on your home or work computer is NOT a legitimate excuse (therefore, not grounds for make-up) for turning in homework late or missing a quiz.
If you encounter issues with Blackboard, please contact

Instructional & Online Technology
BOT@lists.ivytech.edu
812-330-6230
Room: L109 Liberty Drive

Make-Up Policy
If a student has a SERIOUS problem that can be verified and that keeps the student from submitting a paper or test on time, please contact the professor immediately. The professor will determine if the seriousness of the problem warrants an exception to the late assignment rule. Late assignments will be assigned a grade of "0" unless a student has received prior approval from the Professor. There are No make-ups for discussion boards.

If students have known special events (vacation, wedding, birth of a child, surgery, etc.), students can work ahead on assignments with prior approval of the professor. In all cases, communication with the professor in advance is desired, whenever possible.

Last Day to Withdraw
If a student wishes to withdraw from this course, students are responsible for completing an official withdrawal form with the registrar. The last day to withdraw from this course is
**Right of Revision**
The college reserves the right to change any statements, policies or scheduling as necessary. Students will be informed promptly of any and all changes.

**COURSE COMMUNICATION**

**Instructor Commitment**
Ivy Tech Community College instructors are committed to responding to students within two business days. If a student sends communication, but does not receive a response, they should double-check that the correct communication method was used and that the correct location is being checked for a reply. Students can contact their local Distance Education Support with questions.

NOTE: Messages are very different from Email. Students should carefully review the information below to ensure they are sending and receiving course communication properly.

**Messages:** all students must use the messages function of the course for course-related communications. Using messages, students can send and receive information from within the course. Messages can only be sent and received from within the course in Blackboard. Please check messages frequently.

To access messages (send and receive):
1. Log into Blackboard & enter the course.
2. Click on 'Communication & Tools', then Messages.
3. There are two folders: Inbox and Sent. The Inbox folder will contain all received messages (so look there for messages from the instructor or other students). The Sent folder will contain sent.
4. At the top left corner, above the folders, is the button to start a Create Message.
5. After clicking on Create Message, clicking on the “To” button students can select the name of the person to write. Use the right-facing arrow to move the person into the “recipient” box.
6. Then, type a message and click on the Submit button when ready to send it.

To access Campus Connect, go to:  [http://cc.ivytech.edu](http://cc.ivytech.edu).
ASSIGNMENTS & GRADING

EVALUATION CRITERIA:
Students will be evaluated on the following formula:
Points earned / points possible = %
Points are earned from the following (subject to change):

Daily Participation Grade = 16 X 15 points = 240 points
Quizzes= 4 X 40 points= 160 points
Global Research Paper= 1X 100 Points = 100 points
Global Presentation= 1 X 100 points= 100 points
Certification Exam = 1 X 100 points = 100 points
ServSafe Alcohol = 1 X 100 points = 100 points

Total Points= 800 points

*NO make-up will be available at any time during the course.

ADDITIONAL SUPPORT

Library
The Ivy Tech Library is available to students on- and off-campus, offering full text journals, books, and other resources essential for course assignments. The Library can be accessed from the “Library” tab in Blackboard or from the “Library” tab in Campus Connect.

Click for Help
Log into Blackboard at http://online.ivytech.edu and visit the “Click for Help” tab for information about computer downloads. This tab provides students with important computer information, including security software, viewer software for users without Microsoft products, adobe reader, flash player, java, and more.

Disabilities Services
Students with questions or needs for disabilities support services should contact their local Disabilities Support Services director/coordinator. In the future, it is recommended that students contact Disabilities Support Services at least 30 days before the start of the semester. The contact information listed here is for the disabilities support director/coordinator at the instructor’s local campus. For information about disabilities support services at another campus, please visit: http://ivytech.edu/dss or Campus Connect (http://cc.ivytech.edu).

[Instructors: Plug in your local disabilities services director/coordinator below.]
Disabilities Support Contact:
First Name: Sue
Last Name: Gauck
Phone Number: 812-330-6046
Email (Ivy Tech Email): sgauck@ivytech.edu

SCHEDULE OF ACTIVITIES

Please see attached Course Calendar
*Schedule of activities is subject to change