ICAB COURSE PORTFOLIO

Jeffrey D Taber

Ivy Tech –Bloomington

Course Chosen

HOSP 207- Customer Service

Global Learning Goals

Understand the importance of customer service and its evolution in different cuisines throughout the world.

Global Learning Outcomes

With completion of this course, the student will...

Understand Global Systems

Be able to apply knowledge to Contemporary Global Contexts

World Regions

African Studies

Inner Asian Studies
SUMMARY

I joined the Internationalization Collaborative Across Bloomington in the Fall of 2013. I envisioned an opportunity to share experiences and opportunities for the students they would not encounter if we only taught the specific courses following the prescribed course objectives. The Hospitality Industry is an international industry serving customers and clients across a multitude if cultures. When I was a Junior at in college, I had the opportunity to travel abroad for three weeks, while following a specifically designed curriculum. This opportunity was valuable in gaining a stronger International Perspective. I now am a faculty member for Ivy Tech. While my experience was amazing, I had the financial means and the ability to do this. Our students will typically not be able to take advantage of this opportunity if it was presented to him.

In the early stages of this, I was inspired by the notion of a student does not need to travel abroad to gain an International Perspective. With this “revelation,” I felt the objectives of Customer Service may have a Classical European theme, in the sense of the service techniques the students are taught and that they practice, were not enough to gain this perspective.

The Customer Service Course is a requirement for all students in the Hospitality Program. Whether they are Culinary Students, Hospitality Students, or Baking and Pastry Students, they must complete this course. This course is a lab course, where they will be serving customers international cuisines prepared by a separate course. This course is packed with many objectives and many specific outcomes. Two industry certifications are required to be taken in this course. I felt the students were shown a “1000 foot view” of the International aspects of the course, but there was no true immersion.

In order to immerse the students, while keeping the other objectives, I determined a group research assignment would be the best option. The follow up would consist of a presentation to the class by the specific group. I hope to involve the International Centers with feedback and participation in the culturally specific type of service the group will be studying. I will create specific rubrics to ensure the students are meeting the goals and outcome I have added to the Syllabus.

The involvement in ICAB has increased my own perspective on how the students can achieve the learning goals. I feel this opportunity has inspired me to focus on more pinpoint assignments and opportunities for the students to enrich their learning. I see opportunities for the students to gain interest in the deeper meaning of the service we nonchalantly experience on a daily basis. Whether it is in Western Africa, Mongolia, or here, at home, we must consider the cultural perspective if the situation.