

SAN DIEGO COMMUNITY COLLEGE DISTRICT  
CONTINUING EDUCATION  
COURSE OUTLINE

**SECTION I**

SUBJECT AREA AND COURSE NUMBER

FDNT 501

COURSE TITLE

INTRO TO HOSPITALITY CAREERS

TYPE COURSE

NON-FEE

VOCATIONAL

CATALOG COURSE DESCRIPTION

This course introduces students to the hospitality industry, and its employment opportunities. Students will learn about the hospitality industry past and present, the various segments of the industry (i.e. restaurants, hotels, catering, personal chef businesses, etc.), and career opportunities. Topics include industry terminology, retrospective from grande cuisine to current cuisine and trends, major labor market segments, employability skills, and soft skills that apply to the work environment. (FT)

LECTURE/LABORATORY HOURS

50

ADVISORIES

NONE

RECOMMENDED SKILL LEVEL

Eighth grade reading level; ability to communicate effectively in the English language, knowledge of general math; basic computation skills and basic computer skills.

INSTITUTIONAL STUDENT LEARNING OUTCOMES

1. Social Responsibility  
SDCE students demonstrate interpersonal skills by learning and working cooperatively in a diverse environment.
2. Effective Communication  
SDCE students demonstrate effective communication skills.

INSTITUTIONAL STUDENT LEARNING OUTCOMES (CONTINUED)

3. Critical Thinking  
SDCE students critically process information, make decisions, and solve problems independently or cooperatively.
4. Personal and Professional Development  
SDCE students pursue short term and life-long learning goals, mastering necessary skills and using resource management and self-advocacy skills to cope with changing situations in their lives.

COURSE GOALS

Students will:

1. Develop an understanding and overview of the hospitality and tourism industry.
2. Learn how proper hospitality industry terminology.
3. Gain knowledge of the history of the hospitality industry, and its influence on today's cuisines.
4. Gain an understanding of the current trends and major influences within the hospitality sector.
5. Learn the different segments of the hospitality industry and understand employment opportunities.
6. Develop an understanding of employability and soft skills for entry-level employment and their importance in the workplace.
7. Learn basic safety and sanitation principles.

COURSE OBJECTIVES

1. Explain the history of the hospitality and tourism industry.
2. Recognize and use proper hospitality industry terminology.
3. Identify and evaluate current trends and influences within the hospitality industry.
4. Research and compare segments of the hospitality industry and the employment opportunities within the industry.
5. Analyze and explain employment and soft skills needed for the hospitality industry as well as their application in the workplace.
6. Describe and demonstrate the basic safety and sanitation practices in the culinary industry.

**SECTION II**

COURSE CONTENT AND SCOPE

1. Hospitality and Culinary Historical perspective
  - 1.1. Industry and restaurant history and perspective
  - 1.2. Origins of classical and modern cuisine
    - 1.2.1. Careme and grande cuisine
      - 1.2.1.1. Escoffier and classical cuisine
      - 1.2.1.2. Pointe and nouvelle cuisine

COURSE CONTENT AND SCOPE (CONTINUED)

- 1.2.1.3. Adria and molecular cuisine
- 1.3. Influences on current food service operations
  - 1.3.1. Standards of professionalism
    - 1.3.1.1. Communication
    - 1.3.1.2. Ethics
    - 1.3.1.3. Conduct
- 2. Food Service Operations
  - 2.1. Classic and current industry terminology
    - 2.1.1. Industrial
    - 2.1.2. Preparation
    - 2.1.3. Cooking
    - 2.1.4. Baking
    - 2.1.5. Measurement
    - 2.1.6. Equipment
  - 2.2. Escoffier's classic kitchen brigade (organization)
    - 2.2.1. Terminology
    - 2.2.2. Modern kitchen brigades
    - 2.2.3. Professional culinarians
    - 2.2.4. Modern kitchens theory and design
  - 2.3. Workplace preparation skills
    - 2.3.1. Professional image
    - 2.3.2. Effective communication skills
    - 2.3.3. Workplace standards
- 3. Overview of the Hospitality and Tourism Industry
  - 3.1. Hotel operations
    - 3.1.1. Management structures
    - 3.1.2. Organization departments
      - 3.1.2.1. Front office
      - 3.1.2.2. Property management
      - 3.1.2.3. Reservations
      - 3.1.2.4. Food and beverage
        - 3.1.2.4.1. Restaurants
        - 3.1.2.4.2. Bars
        - 3.1.2.4.3. In-room dining
        - 3.1.2.4.4. Banquet and catering
      - 3.1.2.5. Communications
      - 3.1.2.6. Concierge
      - 3.1.2.7. Human Resources
      - 3.1.2.8. Housekeeping
      - 3.1.2.9. Loss prevention
      - 3.1.2.10. Security
    - 3.1.3. Food and beverage operations
      - 3.1.3.1. Restaurant categories
        - 3.1.3.1.1. Fine dining
        - 3.1.3.1.2. Casual dining
        - 3.1.3.1.3. Fast casual dining

COURSE CONTENT AND SCOPE (CONTINUED)

- 3.1.3.1.4. Quick service restaurant (QSR)
      - 3.1.3.1.5. Franchise
      - 3.1.3.1.6. Ethnic
      - 3.1.3.1.7. Specialty or themed
      - 3.1.3.1.8. Buffets
    - 3.1.3.2. Catering
      - 3.1.3.2.1. Plated
      - 3.1.3.2.2. Buffet
      - 3.1.3.2.3. Themed
      - 3.1.3.2.4. Weddings and special events
    - 3.1.3.3. Beverage department
      - 3.1.3.3.1. Wine
      - 3.1.3.3.2. Beer
      - 3.1.3.3.3. Spirits
    - 3.1.3.4. Restaurant operations
      - 3.1.3.4.1. Front of the house
      - 3.1.3.4.2. Back of the house
        - 3.1.3.4.2.1. Culinary brigade system
    - 3.1.3.5. Institutional cooking
      - 3.1.3.5.1. Schools
      - 3.1.3.5.2. Prisons
      - 3.1.3.5.3. Hospitals
- 3.2. Tourism
  - 3.2.1. History of the tourism industry
  - 3.2.2. Key terms in the tourism industry
  - 3.2.3. Current trends
  - 3.2.4. Major influences and factors
    - 3.2.4.1. Environmental factors
    - 3.2.4.2. Sustainability
  - 3.2.5. Elaborate
- 3.3. Home based businesses
  - 3.3.1. Cottage food law
  - 3.3.2. Personal chef business
- 3.4. Sectors in the hospitality and tourism industry
  - 3.4.1. Clubs and club management
  - 3.4.2. Casino and gaming entertainment
    - 3.4.2.1. History
    - 3.4.2.2. Key players/companies
  - 3.4.3. Commercial leisure and recreation
    - 3.4.3.1. Amusement/theme parks
      - 3.4.3.1.1. History
      - 3.4.3.1.2. Key players/companies
      - 3.4.3.1.3. Trends
    - 3.4.3.2. Attractions
  - 3.4.4. Cruising industry
    - 3.4.4.1. History

COURSE CONTENT AND SCOPE (CONTINUED)

- 3.4.4.2. Key players/companies
      - 3.4.4.3. Trends
    - 3.4.5. Airline industry
      - 3.4.5.1. History
      - 3.4.5.2. Key players/companies
      - 3.4.5.3. Trends
- 4. Leadership and Management
  - 4.1. Managing cultural diversity in the workplace
    - 4.1.1. Managing diversity issues
    - 4.1.2. Team work and team building
      - 4.1.2.1. Empowerment
      - 4.1.2.2. Team challenges
      - 4.1.2.3. Coaching
- 5. Hospitality employability skills
  - 5.1. Job searching techniques
  - 5.2. Online application skills
  - 5.3. Effective resume writing skills
  - 5.4. Interviewing skills
  - 5.5. Job sustainability
- 6. Soft skills in the workplace
  - 6.1. Definition of soft skills
  - 6.2. Examples of soft skills
    - 6.2.1. Effective communication
      - 6.2.1.1. Feedback
      - 6.2.1.2. Non-verbal communication and queues
      - 6.2.1.3. Listening skills
      - 6.2.1.4. Presentation skills
      - 6.2.1.5. Effective speaking
      - 6.2.1.6. Writing skills
    - 6.2.2. Conflict management
      - 6.2.2.1. Causes of conflict
        - 6.2.2.1.1. Organizational vs. interpersonal
      - 6.2.2.2. Conflict resolution strategies and skills
      - 6.2.2.3. Negotiation
    - 6.2.3. Customer service
    - 6.2.4. Problem solving
  - 6.3. Importance of soft skills in the workplace
  - 6.4. Soft skill development
- 7. Food Borne Pathogens
  - 7.1. Terminology relating to food borne illness
  - 7.2. Food protection, illness and responsibility
  - 7.3. Causes of food borne illness
  - 7.4. Bacteria growth requirements
  - 7.5. Micro-organisms in food service operations
  - 7.6. Spread of disease
  - 7.7. Causes of food borne illness

COURSE CONTENT AND SCOPE (CONTINUED)

- 7.8. Symptoms, onset, source and foods involved in the most common food borne illness
- 7.9. Methods to control and prevent food borne illness
- 7.10. Food protection and personal hygiene
- 8. Kitchen Control Measures and Systems
  - 8.1. Hazard Analysis Critical Control Plan (HACCP)
    - 8.1.1. Critical control points
  - 8.2. Safety Management:
    - 8.2.1. Bacterial growth curves
    - 8.2.2. Bacterial lag times
    - 8.2.3. Temperature danger zones
  - 8.3. Kitchen Reports
    - 8.3.1. Temperature logs and labels
    - 8.3.2. Waste logs
    - 8.3.3. Par stock logs
    - 8.3.4. Accident reports
    - 8.3.5. Material data sheets (MDS)
- 9. Understanding the Flow of Food
  - 9.1. Health and safety codes
  - 9.2. Receiving
    - 9.2.1. Inspection
      - 9.2.1.1. Approved sources
      - 9.2.1.2. Examples of food inspection
      - 9.2.1.3. Evaluation of food products by color, texture, odor and temperature
      - 9.2.1.4. Receiving logs.
  - 9.3. Storage
    - 9.3.1. First-in First-out (FIFO) system
    - 9.3.2. Non-refrigerated food items
    - 9.3.3. Refrigerated food items
    - 9.3.4. Chemicals, pesticides and non-food items
  - 9.4. Preparation
    - 9.4.1. Basic preparation and practices
    - 9.4.2. Thawing practices
    - 9.4.3. Small batch preparation
    - 9.4.4. Cross contamination
  - 9.5. Cooking
    - 9.5.1. Temperature effects
    - 9.5.2. Internal cooking temperatures
  - 9.6. Serving
    - 9.6.1. Holding temperatures
    - 9.6.2. Food and utensil contamination prevention
  - 9.7. Cooling, reheating and labeling
    - 9.7.1. Cooling and heat transfer
    - 9.7.2. Reheating temperatures
    - 9.7.3. Labeling requirements

### COURSE CONTENT AND SCOPE (CONTINUED)

10. Safe and Sanitary Facilities
  - 10.1. Safe and unsafe work environments
  - 10.2. Inspection check list
  - 10.3. Sanitation tools and equipment
  - 10.4. Scheduled maintenance procedures
  - 10.5. First aid techniques
  - 10.6. Pest control
  - 10.7. Emergency evacuation procedure
  - 10.8. Fire extinguishers

### APPROPRIATE READINGS

Reading assignments may include, but are not limited to, various articles, videos, and peer reviewed journals provided by instructor and information obtained on the Internet.

Recommended readings:

*Leadership Lessons From a Chef: Finding Time to Be Great*, Charles Carroll, Wiley Publishing, New Jersey, current edition

County of San Diego Food Handlers Guide  
([http://www.sandiegocounty.gov/content/dam/sdc/deh/fhd/food/fhp/fhbooklet\\_en\\_fp.pdf](http://www.sandiegocounty.gov/content/dam/sdc/deh/fhd/food/fhp/fhbooklet_en_fp.pdf))

### WRITING ASSIGNMENTS

Writing assignments may include, but are not limited to, the following:

1. Analyze textbook materials and peer reviewed journals in order to answer weekly questions assigned by instructor.
2. Written sample MLA paper on the various career opportunities in the hospitality industry and identify the main growth areas in the industry.
3. Construct a team operations plan and teammate handbook that will serve as a governance tool for your team, which will aid in teamwork development and communication standards.

### OUTSIDE ASSIGNMENTS

Outside assignments may include, but are not limited to, the following:

1. Practicable application of proper personal hygiene standards.
2. Practicable application of safe food handling techniques.
3. Independent research on developments and new trends in the hospitality industry.

APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

Critical thinking assignments may include, but are not limited to, the following:

1. Perform a sample case study assigned by the instructor that pertains to the hospitality industry.
2. Comparison of professional versus personal food handling techniques.
3. Pass the County of San Diego's Food Handler's Exam.

EVALUATION

Evaluation methods may include but are not limited to:

1. Attendance
2. Class participation
3. Group Activities
4. Quizzes and exams
5. Project papers
6. Term projects
7. Portfolio

Upon successful completion of each individual course a Certificate of Course Completion will be issued. Upon successful completion of all courses included in the program a Certificate of Program Completion will be issued.

METHOD OF INSTRUCTION

Instruction will include lecture, laboratory, demonstrations, and student-centered approach that utilizes a variety of strategies that may include research projects, group discussions, peer instructions, audiovisual presentations, computer assisted instruction, textbooks, speakers, and field trips.

This course, or class sections, may be offered through distance education.

TEXTS AND SUPPLIES

*Introduction to Hospitality*, John R. Walker, Pearson Publishing, New Jersey, current edition  
*Becoming a Chef*, Andrew Dornenburg and Karen Page, Wiley Publishing, New Jersey, current edition.

PREPARED BY: Megan Leppert DATE March 4, 2020

REVISED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Instructors must meet all requirements stated in Policy 3100 (Student Rights, Responsibilities and Administrative Due Process), and the Attendance Policy set forth in the Continuing Education Catalog.



REFERENCES:

San Diego Community College District Policy 3100  
California Community Colleges, Title 5, Section 55002  
Continuing Education Catalog