GAVILAN COLLEGE
5055 Santa Teresa Blvd
Gilroy, CA 95023

Course Outline

COURSE: CUL 702 DIVISION: 90 ALSO LISTED AS:

TERM EFFECTIVE: Spring 2025 CURRICULUM APPROVAL DATE: 11/12/2024

SHORT TITLE: CULINARY WORKPLACE SKILLS

LONG TITLE: Culinary Customer Service and Employment Skills

Units	Number of Weeks	Type	Contact Hours/Week	Total Contact Hours
0	18	Lecture:	0	0
		Lab:	.23	12.42
		Other:	0	0
		Total:	.23	12.42

Out of Class Hrs:	00.00
Total Learning Hrs:	12.42

COURSE DESCRIPTION:

This course will prepare a student to work in a professional kitchen environment. Students will learn customer service skills critical to working in the culinary field. Students will also learn how to work effectively as a team member and as a team leader. This course is paired with CUL 701, which together make up an Introductory Culinary Arts Certificate.

CREDIT STATUS: N - Non Credit

GRADING MODES

N - Non Credit

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

03 - Lecture/Laboratory

04 - Laboratory/Studio/Activity

STUDENT LEARNING OUTCOMES:

By the end of this course, a student should:

1. Apply the knowledge and skills essential for effective customer service.
2. Demonstrate the qualities and behaviors that constitute a positive and professional work demeanor.

COURSE OBJECTIVES:

By the end of this course, a student should:

1. Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.
2. Recognize the elements of communication using a sender-receiver model

COURSE CONTENT:

CURRICULUM APPROVAL DATE: 11/12/2024

Unit 1 (6 hrs) Customer Service

Customer service

Marketing

Public relations

Quantity food services

Unit 2 (6.06 hrs) Management and Employment Skills

Adjusting standard recipes & using correct computational skills

Analyze time & energy-saving products & techniques used to prepare food items

Leadership

Employment skills

METHODS OF INSTRUCTION:

Lectures, videos, and case studies will be used to present information. Role plays and student presentations will be used to engage students with the material.

METHODS OF EVALUATION:

Objective examinations

Evaluation Percent 20

Evaluation Description

Quizzes on customer service and workplace skills.

Skill demonstrations

Evaluation Percent 60

Evaluation Description

Role play ratings

Skill demonstrations

Evaluation Percent 20

Evaluation Description

Observations of activity performance

REPRESENTATIVE TEXTBOOKS:

Course material packet, .

Rationale: A packet of information will be used to provide background and instruction.

ARTICULATION and CERTIFICATE INFORMATION

CSU TRANSFER:
Not Transferable

UC TRANSFER:
Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N
Classification: J
Noncredit Category: J
Cooperative Education: N
Program Status: 1 Program Applicable
Special Class Status: N
Prior to College Level: Y
Non Credit Enhanced Funding: Y
Funding Agency Code: A
In-Service: N
Occupational Course: C
Course Control Number: CCC000647634
Sports/Physical Education Course: N
Taxonomy of Program: 130630