Kingsborough Community College Culinary Arts Program Policies (for all classes)

Uniform
ALL students are required to be dressed appropriately for class each week.

They will not be allowed to participate if they fail to comply in one or more key areas;
- Clean white chef coat with KCC logo (available in KCC bookstore).
- Chef hat.
- Long hair tied back and covered under a hairnet.
- Black, slip resistant, closed-toe work shoes.
- No high heels or sandals.
- No jewelry.
- Nails clean, unpolished, and trimmed. No fake nails or long nails.
- Clean apron and side towel, laundered on your own.
- Black work pants or checked chef pants.
- No shorts/skirts/dresses/tights/sweatpants.
- No perfumes, colognes, or strong scents.

The uniform policy applies to both lab and lecture classes. If students are not in full uniform, compliant in each area above, they may not participate in class and will be marked absent for the day.

Tasting, Meals and Leftovers

The culinary program at KCC is an educational enterprise, not a buffet. To be sure, smelling, touching, and tasting are key components of learning culinary arts. Tastings are often just that: tastes.

When sufficient production meeting instructional goals allows for a meal during or after class, enjoy. But know that there is no obligation or expectation that classes include a meal. You should eat something before attending class so you’re not hungry when cooking.

Leftovers wherever possible should be repurposed for use in other classes or catered events. All other leftovers should be discarded or donated. Students may not take food from the kitchen unless given specific permission by the instructor.
Cell Phones
No cell phones allowed in class.

Texting or making calls in the kitchen is not only disrespectful to the instructor and your classmates, it invites contamination from the dirtiest item in the kitchen: your cell phone. Cell phones cannot be thoroughly cleaned, spend time alongside your mouth, nose, hair and worst of all in your pants pocket. On average, they carry more bacteria than a public toilet seat (which unlike phones are easily cleaned).

If you make a phone call on a break or before class, treat your phone as the food hazard it is and wash your hands thoroughly after each use. No cell phones in class means not only not USING cell phones in class but not charging them either.

Handwashing and Hygiene
Wash your hands when entering the kitchen, after eating, smoking or making a phone call, after returning from the restroom, when switching from one task to another, after touching any part of your body, especially face, mouth, nose or hair, and in general more often than you are used to washing them.

Aprons and side towels should be removed before leaving the kitchen and especially before visiting the restroom.

Any egregious violations of kitchen sanitation principles (such as tasting with your finger, sitting on a tabletop, or double dipping with a tasting spoon), will result in immediate expulsion from class and will count as an absence for the day.

Physical Requirements

Professional cooking is physically demanding. Students should be comfortable:
- Lifting 50 pounds above waist height.
- Possessing full range of motion to bend, kneel, squat and reach.
- Standing for at least five continuous hours.
- Performing repeated motion tasks such as slicing and whisking.

If you feel you are unable to meet one or more of these requirements please consult with your instructor to see if an accommodation is possible.
Disabilities
Per the office of accessibility, it is the student’s obligation to notify the instructor in writing of any disabilities and requested accommodations that he or she wishes to disclose.

Cleaning
The kitchen should always be cleaner at the end of class than it was at the beginning. It is the obligation of the class to keep the kitchen clean. Typically, a class is divided into cleanup teams:

Wash
Wash dishes using three-compartment sink and ware washer if available. Wash sinks and drain ware washer.

Dry
Air-dry and put away dishes/pots. Organize equipment storage.

Requisition and Food
Pack up leftover food for repurposing. Discard remaining leftovers. Prepare requisition/shopping list for next class. Document leftovers/returns for use by other classes for instructor. Organize fridge, freezer and dry storage. Bag and take out trash (last thing).

Counters and Floors
Wash all counter surfaces, fridge doors and bottom shelves. Wash range and clean drip pans. Sweep and mop floor.

Linens
The culinary program does not do student laundry.
Come to class each week with a clean chef coat, apron and side towel. It is your obligation to take these items home and wash them. If you do not have your chef coat, apron and side towel you may not participate in class.

Dismissal

Only the instructor dismisses the class. While classes are designed to finish on time, the speed of the class in production and clean-up will determine dismissal time. Students are only to be dismissed by the instructor. Leaving before dismissal counts the same as a lateness for purposes of attendance and grading.
Statement on Civility
Kingsborough Community College is committed to the highest standards of academic and ethical integrity, acknowledging that respect for self and others is the foundation of educational excellence. Civility in the classroom and respect for the opinions of others is very important in an academic environment. It is likely you may not agree with everything, which is said or discussed in the classroom, yet courteous behavior, and responses are expected. Therefore, in this classroom, any acts of harassment and/or discrimination based on matters of race, gender, sexual orientation, religion, and/or ability are not acceptable. Foul language, raised voices, or verbal or physical threats are not acceptable. Whether we are students, faculty, or staff, we have a right to be in a safe environment, free of disturbance, and civil in all aspects of human relations.
Academic Integrity

Students are held to the CUNY Policy on Academic Integrity available here www.cuny.edu/about/info/policies/academic-integrity.pdf
CA1 Introduction to Professional Food Service

Introduction to cooking terminology, techniques, and theories. Proper knife handling, vegetable cuts and stock, soup, and sauce production. Equipment use and product identification including herbs, produce, dairy, fish, poultry, meat, cold and dry pantries. Egg cookery introduced as a prelude to cooking techniques covered in Culinary Arts II. The proper use of seasoning and frequent tasting, and the development of timing, and organization.

Textbook(s)


*The New York Times,* especially the Food section (Wednesdays)

Additional supplementary readings as assigned (articles, blogs, excerpts from books)

**RESOURCES & SUPPLIES**

- Calculator
- Notebook/binder
- Pocket notebook
- Writing implements
Session 1

Lecture/Demo Introduction to the professional kitchen; Basic Knife Skills (BKS)

Course Overview (policies and procedures)
Skills to Acquire
Course Mechanics Culinary Diary Flow of Food
Grading System Attendance Policy Basic Knife Skills

The Flow of Food – Preparation
Skills to Acquire
Overview of safety and sanitation in the areas of:
Prep Cooking Flow of Food
Cooling Reheating Basic Knife Skills

Mise en Place and Basic Knife Skills
Skills to Acquire
Dicing: small, medium, and large
Chopping, mincing, concasse

Prep 1 Mirepoix

Prep 2 Pico de Gallo

(See recipes on black board)

Reading | Professional Cooking
Chapter 1 The Food Service Industry
Chapter 2 Sanitation and Safety
Chapter 7 Mise en Place

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Card for Vegetable Stock

Define in your Culinary Diary
Mise en Place Steel Cross contamination
Mirepoix Truing Flow of Food
Small dice Sanitation Food danger zone
Medium dice Pathogen HACCP System
Large dice Sanitize
Session 2

Lecture/Demo  Advanced Knife Skills, Vegetable Cookery, Stock Basics, Sanitation, Cooking Methods
(Dry Heat/Wet Heat), Seasoning vs. Flavoring, Par Cooking

Advanced Knife Skills
Skills to Acquire
Julienne  Brüñoise
Tourne  Batonnet

Vegetable Cookery 1
Skills to Acquire
Blanching  Deglazing
Par Cooking  Sautéing
Glazing  Plating

Stock Basics 1
Skills to Acquire
Straining  Skimming
Simmering  Timing

Prep 1  Maple Glazed Carrots (Teams of 4)
Baked/roasted Butternut Squash (Teams of 4)
Mirepoix (Each Team 1# Onion, ½# Carrot, ½# Celery)
Vegetable Stock (Teams of 2)

Prep 2  Minced Garlic, Parsley and Shallots
Clarified Butter (1# per Team, Label/Save)
Blanching Vegetables
Sautéing Vegetables
(See recipes on black board)

QUIZ  Knife Skills/Measurements

Reading | Professional Cooking
Chapter 4 Menus, Recipes, and Cost Management
Chapter 8 Stocks and Sauces

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Card for White Chicken Stock, Brown Meat Stock,
Fish Fumé

Define in your Culinary Diary
Root Vegetable  Fond  Hot Foods Hot
Sauté Pan  Cover  Vegetable Density
Seasoning  AP/EP  Color/Texture/Flavor/Nutrient Value
Flavoring  Pigment  Trimming Loss
Smoke Point  Clarification Process
Session 3

**Lecture/Demo** Meat Stock Preparation, Weights and Measures, Recipe Conversion

**Flow of Food | Cooling and Storing**

**Skills to Acquire**
- Cooling Process
- Freezing
- Label/Date/Pack

**Herb Identification**

**Skills to Acquire**
- Dried Herbs
- Fresh Herbs
- Spices
- Purchasing/Storage/Handling

**Stock Basics 2**

**Skills to Acquire**
- Straining
- Skimming
- Simmering
- Timing

**Prep 1**
- Basic White Stock (Using Chicken, Yield 2 Gallons)
- Basic Brown Stock (Using Chicken, Yield 2 Gallons)
- Basic Brown Meat Stock (Using Veal/Beef, Yield 2 Gallons)

**Prep 2** Cheddar & Leek Soup
- Each team convert to 2 QT and Prepare for Lunch
  
  (See recipes on blackboard)

**QUIZ** Knife Skills/Measurements/Stocks

**Reading | Professional Cooking**

- Chapter 8 Stocks and Sauces
- Chapter 10 Understanding Vegetables

**Writing**

- Summarize Key Chapter Points in Culinary Diary
- Prepare Recipe Cards (TBD)

**Define in your Culinary Diary**

<table>
<thead>
<tr>
<th>Stock</th>
<th>Aromatics</th>
<th>Ratio</th>
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<tr>
<td>Gelatinous</td>
<td>Marrow Bones</td>
<td>Recipe</td>
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<tr>
<td>Yield</td>
<td>Conversion Factor</td>
<td>Whey</td>
</tr>
<tr>
<td>Butterfat</td>
<td>Maintaining Quality</td>
<td>Sachet</td>
</tr>
</tbody>
</table>
Session 4

Lecture/Demo Anglaise (Standard Breading) Procedure, Frying Techniques, Recipe Conversion

Basic Knife Skills
Skills to Acquire
Small Dice
Medium Dice

Equipment Identification
Skills to Acquire
Standards
Knives
Small wares
Heavy Equipment

Prep 1 Pan-Fried Eggplant
Tomato Sauce (Each Team 1½ Quarts)

Prep 2 Ratatouille

(See recipes on board)

QUIZ Sanitation

Reading | Professional Cooking
Chapter 8 Stocks and Sauces
Chapter 11 Cooking Vegetables
Chapter 13 Legumes, Grains, Pastas, and Other Starches

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Cards (TBD)

Define in your Culinary Diary
Regional French Cooking
Consommé
Concasse
Dredge
Session 5

**Lecture/Demo** Classical Sauces, Thickeners, Béchamel, Volute, Cooking Meat Proteins

**Sauce Making Techniques**

**Skills to Acquire**

- Roux
- Buerre Manié
- Slurry
- Liaison

**Prep 1** Béchamel (2 People / 1 Qt.) Velouté p202 (2 People / 1 Qt.)

**Prep 2** Gratin of Fennel P. 587 (1/2), Macaroni & Cheese P. 670 (4) Olive Focaccia (see Chef), Artichoke Fritters (see Chef)

(See recipes on blackboard)

**QUIZ** Principals of stock making, effects of heat on food, methods of heat transfer

**Reading | Professional Cooking**

- Chapter 8 Stocks and Sauces
- Chapter 13 Legumes, Grains, Pastas, and Other Starches

**Writing**

- Summarize Key Chapter Points in Culinary Diary
- Prepare Recipe Cards (TBD)

**Define in your Culinary Diary**

- Quality indicators: Bouquet, Herb/ Spice, Mother Sauce, Secondary sauce
- Creamed vegetables: Béchamel, Onion piquéd, Liaison
- Roux: Buerre Manié
- Thickening Agents
- Slurry
Session 6

Lecture/Demo  Classical Sauces, Cooking Pasta, Espagnole, Tomato Sauce, Demi-Glace

Sauce Making Techniques
Skills to Acquire
Mise en Place  Prep
Cooking  Cooling
Storing

Prep 1  Brown Sauce
        Tomato Sauce

Prep 2  Fond Lie
        Demi-Glace
        Mashed Potatoes
        Pasta

(See recipes on blackboard)

QUIZ Sauces

Reading  Professional Cooking
Study Knife Cuts for Mid Term Practical

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Cards (TBD)

Define in your Culinary Diary
Estouffade  Fond Lie  Demi-Glace
Emulsified Sauce
Session 7

Lecture/Demo Emulsified Sauces, Butter Enriched Sauces, Wet Heat Cooking-Poaching

Sauce Making Techniques
Skills to Acquire
- Mise en Place
- Prep
- Cooking
- Cooling
- Storing
- Timely Preparation of Hollandaise and Buerre Blanc

Prep 1 Hollandaise
- Buerre Blanc
- Court Bouillon

Prep 2 Steamed Asparagus or Green Beans w/Hollandaise
- Rice Pilaf

Mid Term Exam / Mid Term Practical Exam

Reading | Professional Cooking
Chapter 21 Salad Dressings and Salads

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Cards TBD

Define in your Culinary Diary
- Umami
- Smoke Point
- Palate
- Astringent
- Mouth feel
- Pungent
- Condiment
Session 8

Lecture/Demo Modern / Contemporary Sauce Lecture

Sauce Making Techniques
Skills to Acquire
Mise en Place
Emulsified Sauce Preparations

Prep 1 Mayonnaise, Basic Vinaigrette, Chicken Chutney Salad, Wilted Spinach with Roasted Peppers

Prep 2 Balsamic Vinaigrette, Salad Niçoise, New Potato Salad, Pesto Sauce, Bell Pepper Coulis, Grilled Vegetables

(See recipes on blackboard)

Reading | Professional Cooking
Chapter 9 Soups

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Cards (TBD)

Define in your Culinary Diary
Clarification Clearmeat
Coagulation Clear Soup
Session 9

Lecture/Demo Clear Soup, Classical, Vegetable, Broths and Bouillon

Sauce Making Techniques
   Skills to Acquire
   Mise en Place
   Consommé Preparation

Prep 1 Consommé, Beef Broth, Mushroom Barley, and Hearty Vegetable Beef Soup, Pho Bo

Prep 2 Wild Mushroom and Veal Soup (2 Quarts)
   (See recipe on blackboard)

Reading | Professional Cooking
   Chapter 9 Review

Writing
   Summarize Key Chapter Points in Culinary Diary
   Prepare Recipe Cards (TBD)

Define in your Culinary Diary
   Cream Soup  Puree Soup
   Food Mill  Immersion Blender
Session 10

**Lecture/Demo** Thick Soups, Pureed Soup, Specialty (National) Soups

**Sauce Making Techniques**  
Skills to Acquire  
Mise en Place  
Soup Finishing Techniques  
Use of Food Mill  
Use of Immersion Blender

**Prep 1** Cream of Broccoli, Shrimp Bisque, Potato Chowder, French Onion Soup Gratinée

**Prep 2** Roasted Poblano and Corn Soup, Mulligatawny Soup

**Quiz – Clear Soups**

**Reading | Professional Cooking**  
Chapter 24 Breakfast Preparation

**Writing**  
Summarize Key Chapter Points in Culinary Diary  
Prepare Recipe Cards (TBD)

**Define in your Culinary Diary**  
Shirring  
Pasteurization  
Free Range  
Soufflé  
Soft boiled  
Albumen
Session 11

Lecture/Demo Egg Cookery

Sauce Making Techniques
Skills to Acquire
- Mise en Place
- Poaching
- Baking
- Hollandaise
- Separating Eggs
- Frying
- Omelet
- Presentation Skills

Prep 1 French Omelets, Eggs Benedict, Hollandaise Sauce, and Shirred Eggs

Prep 2 Rosti Potatoes, Buttermilk Pancakes, Breakfast Meats, Bacon, Sausage, Chorizo

Quiz – Thick Soups

Reading | Professional Cooking
Chapter 24 Breakfast Preparation

Writing
Summarize Key Chapter Points in Culinary Diary
Prepare Recipe Cards for Final Practical Exam / Eggs Benedict (2 Covers) w/ 1 Pint Hollandaise

Define in your Culinary Diary
Hollandaise Omelet
Poaching Emulsified sauce
Emulsion Brunch
"Broken" Leavening
Coagulation Stiff Peak
Soft Peak Fines Herbs

NOTE: THE ABOVE CLASS OUTLINE IS SUBJECT TO CHANGE AT THE INSTRUCTOR'S DISCRETION
Session 12

**Final Practical Exam**

**Final Exam** Comprehensive Written Exam (See College Calendar for Test date and classroom assignment)
**Menu Project:** For the final project, students must submit the following written documents:

- Develop a **dinner menu** for a foodservice operation of your choice that includes 3 appetizers, 2 salads, 1 soup, 5 entrees, and 2 desserts. Menu items should be creative and accurately reflect the concept of your foodservice operation. Menu items should also include a brief description of the completed dish (accompaniments, sauces, dressings, sides, etc.)
- Develop an original, standardized recipe for **ONE** of the entree items. You MUST include ALL recipes and sub-recipes (ie starch, veg, protein, sauce, etc.). you MUST submit the written recipes. You MAY NOT directly copy a menu of any restaurant. This is your chance to be creative and be a restaurateur
- Scale the recipe(s) for 10 pp. and also 50 pp.
- Provide costing card for recipe, based on 50 pp. (use supermarket OR the KBCC purchasing binder OR Fresh Direct).

You will give a 5-7 minute in-class presentation on week 11. You must create a Power Point or a poster presentation for your presentation. This presentation will include an overview of your concept, your lunch menus and one menu item recipe. For a passing grade you must address all of the following questions.

- How is your menu and recipe good for your customers, staff, and managers? How did you take into account what they need to get the job done on budget delivering High Quality (HQ) customer service to both internal and external customers?
- What audience did you create this menu and recipe for (specify what kind of food business you chose)?
- How does your menu and recipe meet the nutritional or health standards for your food business? Be specific.
- What other factors did you take into consideration when creating your menu and recipe?
- What are the systems you would use to make/serve this recipe for 50 pp. in a way that maintains HQ customer service?
# Weekly Topical Class Meeting Outline

<table>
<thead>
<tr>
<th>MEETING</th>
<th>DESCRIPTION OF CONTENT</th>
<th>HOME ASSIGNMENT DUE FOLLOWING WEEK</th>
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</table>
| **Week 1** | **Introduction:**  
- Syllabus  
- Uniform requirements (none)  
- Kitchen site visits  
- Equipment ID: scales, measuring cups etc.  
- Introduction to kitchen measurements  
Topics: **THE FOOD SERVICE INDUSTRY & BUSINESS** | Read:  
*FSM Fundamentals PT1 Ch. 1,2*  
Handouts: Weights and Measures |
| **Week 2** | **Quiz #1:** Introduction to kitchen measurements  
Topics: **MENU PLANNING & STANDARD RECIPES**  
- Menu planning and development  
- Art of menu planning  
- Various menu styles & implementation  
- Standardized Recipes  
- Recipe Costing  
- Recipe Analysis | Read:  
*FSM Fundamentals PT2 Ch. 3,4*  
Handouts |
| **Week 3** | **Quiz #2:** Menu  
**DUE TODAY:** Article Project & Biography Subject  
Topics: **MENU PRICING & INTRO TO CULINARY CONCEPTS**  
- Seasoning and flavoring  
- Mise en place  
- Cooking methods overview  
- Menu Pricing Strategies  
- Menu Psychology | Read:  
*FSM Fundamentals PT1 Ch. 5*  
Handouts |
| **Week 4** | **Quiz #3:** Recipe Conversion & Menu Pricing  
**TOPIC:** FACILITIES, EQUIPMENT & FOOD SAFETY/SANITATION  
- Facilities Design, Layout, & Planning  
- Food Safety and sanitation  
- Facilities Planning and development  
- Hi Volume Food Production, Banquets, Buffets  
- Equipment ID – Kitchen visit | Read:  
*FSM Fundamentals PT3 Ch. 6, 7*  
Handouts |
| **Week 5** | **DUE TODAY:** Biography Project & Presentation  
**Restaurant Choice for Review**  
**Topic:** SUPPLY CHAIN & FOOD MANAGEMENT  
- Purchasing  
- Methods of Buying  
- Receiving  
- Storage  
- Inventory Management | Read:  
*FSM Fundamentals PT3 Ch. 8, 9*  
Handouts  
**Study:** Midterm |
<table>
<thead>
<tr>
<th>Week 6</th>
<th>MIDTERM: ALL MATERIAL COVERED TO THIS POINT</th>
<th>Read: FSM Fundamentals PT1 Ch. 8, 9 Handouts</th>
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<tbody>
<tr>
<td></td>
<td>Topics: FLOW OF FOOD MANAGEMENT</td>
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<td></td>
<td>• Applying yield percent to ordering</td>
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<td>• Yield percent: when to ignore it and</td>
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<td>• Advanced conversion between weight &amp; volume</td>
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<td>• Yield percent</td>
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<td>• AP and EP</td>
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<td>• Product Quality</td>
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<td>Week 7</td>
<td>Quiz #4: Purchasing</td>
<td>Read: FSM Fundamentals PT1 Ch. 11, 13 Handouts</td>
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<td>DUE TODAY: Film Response Project</td>
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<td></td>
<td>Topics: CUSTOMER SERVICE &amp; HR MANAGEMENT</td>
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<td>• Customer Service</td>
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<td>• Service Styles</td>
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<td>• Quality &amp; Standards</td>
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<td>• Service Failures &amp; Recovery</td>
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<td>• HR Management</td>
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<td>• Staffing &amp; Scheduling</td>
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<td>Week 8</td>
<td>Topic: LEADERSHIP</td>
<td>Read: FSM Fundamentals PT1 Ch. 14</td>
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<td>• Leadership vs. Management</td>
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<td>• Supervision</td>
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<td>• Ethics</td>
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<td>• &quot;People Skills&quot;</td>
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<td>Week 9</td>
<td>Quiz #5: Service. Production and Kitchen design</td>
<td>Read: FSM Fundamentals PT1 Ch. 18 Handouts</td>
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<tr>
<td>Week 10</td>
<td>Topics: KBCC Urban Farm</td>
<td>Read: Study for FINAL &amp; Work on Final Project</td>
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<td>Topics: THE FUTURE OF THE FOOD SERVICE INDUSTRY</td>
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<td>• Food systems,</td>
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<td>• Fair trade,</td>
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<td>• Sustainability</td>
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<td>• Food justice</td>
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<td>• NYC Food Markets</td>
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<td>• Sourcing ingredients</td>
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<tr>
<td>Week 11</td>
<td>DUE TODAY: FINAL PROJECT PRESENTATIONS</td>
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<td>Week 12</td>
<td>Review for final exam</td>
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<td>TBA</td>
<td>Final Written Exam</td>
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<td>Time and place: TBA</td>
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*NOTE: The above class outline is subject to change at the instructor’s discretion*
Kingsborough Community College Culinary Arts Program Policies

This is college and a professional environment. Treat everything you do in this class and on this campus as your job. You are here to learn not only academic material, but to also learn professionalism and to prepare yourselves to be successfully employed once you graduate. I run my classes accordingly. I am not only here to teach you, but I am also here to be a professional resource, take advantage of that!

Attendance
Attendance in hands-on cooking classes is critical to your success. There is no way to “make up” a class as you could by doing some extra reading or copying someone’s notes in a lecture course. Per the KCC attendance policy, you are allowed 2 absences (excused or unexcused). Because your weekly grade is determined by your work in the kitchen, absences will still negatively impact your grade.

What is Excessive Absence?
A student in any course who has been absent 15% of the total number of instructional hours that a class meets during a semester or session is deemed excessively absent. Where the course includes classroom lectures plus another component such as a lab/field placement, etc., the 15% excessive absence policy applies to either component. Excessive absences may result in the instructor assigning either a lower grade or a "WU" for that course [Culinary Arts program faculty assign a WU]. Consistent with the college-wide policy on appealing final grades, the student may appeal such a grade.

Instructional hours per semester/Excessive absences for semester:

- 24 hours [CA 21] = 4 hours of absences
- 36 hours [CA 50, 60; TAH 43, 71, 73, 8174] = 6 hours of absences
- 60 hours [CA 1, 2, 3, 11, 12, 8210; TAH 72, 74] = 9 hours of absences

Your instructor will give you guidelines for letting her or him know when you anticipate being late or absent. Because culinary arts is a professional program preparing you for industry, you must let your instructor know when you will be late or absent. No call/no show is as unacceptable in this program as it is in industry.

Assignment Policy
As a rule, I do not accept late work under any circumstances. It is your responsibility to be aware of the policies put forth in this syllabus, and abide by them. Treat this course as if it was your job. Communicate with me, and I will communicate with you. Absences happen, so be aware of the course and college policies on absences. It is your responsibility to make up all work in the event of an absence, if I deem this work to be permitted. In the event of an absence, I recommend you contact me prior to, or on the day of the absence to inquire about what you can do to receive the material that was covered in class. This policy applies to homework, quizzes, projects, and exams.

Quizzes
Quizzes may be announced or unannounced. If you are absent or late to class and miss a quiz, your resulting grade on that quiz will be a ZERO. I DO NOT give make-up quizzes.

Cell Phones
ABSOLUTELY NO CELL PHONES IN CLASS!

Chef Dominguez
Fall 2017
There is no texting or making calls or charging phones or tablets in the kitchen/classroom *(other than college approved charging stations).

When using a tablet in class please be mindful that there is significant bacterial contamination present on your tablet as well as your cell phone. Treat this situation as you would any other source of contamination. Wash your hands before and after use, clean and sanitize your devices according to manufacturers recommendations. Disinfectant wipes are available from the chef.

Note: If you make a phone call on a break, treat your phone as the food hazard it is and wash your hands thoroughly after each use.

This is a professional environment and I run my classes accordingly. Situations in life happen and I am aware and sympathetic to that. If you have a situation which you feel having a cell phone is a necessity, you must come to me and speak with me BEFORE the beginning of class and WE will come up with an appropriate solution.

Dismissal
Only the instructor dismisses the class. While classes are designed to finish on time, the speed of the class in production and clean up will determine dismissal time.

Students are dismissed by the instructor. Leaving before dismissal counts the same as a lateness for purposes of attendance and grading.

Statement on Civility
Kingsborough Community College is committed to the highest standards of academic and ethical integrity, acknowledging that respect for self and others is the foundation of educational excellence. Civility in the classroom and respect for the opinions of others is very important in an academic environment. It is likely you may not agree with everything which is said or discussed in the classroom, yet courteous behavior and responses are expected. Therefore, in this classroom, any acts of harassment and/or discrimination based on matters of race, gender, sexual orientation, religion, and/or ability are not acceptable. Foul language, raised voices, or verbal or physical threats are not acceptable. Whether we are students, faculty, or staff, we have a right to be in a safe environment, free of disturbance, and civil in all aspects of human relations.

Academic Integrity
Students are held to the CUNY Policy on Academic Integrity available here www.cuny.edu/about/info/policies/academic-integrity.pdf
College Catalog Description:
TAH 1900 – THE BUSINESS OF TOURISM & HOSPITALITY (3 crs. 3 hrs.)
Survey of critical business competencies and applied technology strategies to manage, market, create and promote tourism and hospitality products and services. Relevant reports and documents are prepared by students through simulated activities. Entrepreneurial activities are placed in a Tourism and Hospitality context.
Pre/Corequisite: TAH 100

This course will examine the various elements of a tourism-related business and focus on the skills and competencies needed for managers and employers to succeed in that area. Beginning with a several-week discussion of a tour operations firm, students will discuss the requirements of creating and marketing tours to independent and group travelers. These include negotiating with and developing and maintaining relationships with airlines, destination management organizations, hotels, food service and attractions. The National Park System will be discussed as major attractions. Students will also become familiar with technology-based companies such as Airbnb and Uber. In addition, students will learn the elements of a business plan, including business description, marketing plan, proposed clients, and funding sources. A focus of the course will be

Every student will be expected to participate every day. Students are responsible for listening to and responding to each other during class discussion. There is a requirement for civility during these discussions.

Final Project: students will develop a package tour of an area of the United States which will include an itinerary, negotiated prices with airlines, hotels and attractions, target market, marketing strategies and materials. Students will present their tours to the class in a PowerPoint presentation.
Ability Services (Students with Disabilities), Room D-205, ext. 5175
The goal of Access-Ability Services (AAS) is to ensure that KCC students with disabilities receive equal access to all KCC programs and services. AAS makes every reasonable effort to provide appropriate accommodations and assistance to students with disabilities including disability-related accommodations, assistive technology, individual counseling, and tutoring. AAS also serves as a liaison and resource for KCC students, faculty and staff regarding disability issues. In addition, AAS counselors help students with disabilities develop the necessary skills to become effective self-advocates and productive, contributing members of the student body. Students with disabilities who require accommodations are asked to contact AAS to complete an Application for Academic Accommodations.

Questions:
If you have any questions, please make an appointment to meet with Dr. Graziano:

- Office: V229L
- Office phone: 718 368-5143
- E-mail: richard.graziano@kbcc.cuny.edu
- Office hours: By appointment

Departmental Mission Statement

The Department of Tourism and Hospitality at Kingsborough Community College is dedicated to preparing students for careers and further study in the rapidly evolving tourism and hospitality industry. By encouraging active learning, we provide the opportunity for students to accumulate the knowledge and skills that are necessary for success in the industry. We also seek to empower students as life-long learners by encouraging them to develop portable skills and competencies in research, critical thinking, communication, technology and an understanding of the world. To that end, we employ a multidisciplinary, student-centered approach that combines both academic and applied components. Ultimately, we serve as a network as well as a resource for industry, offering students and alumni information and contacts to enhance their professional development.

The Department of Tourism and Hospitality is committed to develop and continuously revise learning outcomes for the program and all its courses. Learning outcomes, measurement and evaluative tools are developed, and revised based on the knowledge and experience of the faculty and as reflective of the state of and changes in the industry to which we send our students. We are committed to the process on an ongoing basis. We believe that data collected and resulting evaluation should be used to assess the program and make alterations as needed.

Learning Objectives for TAH 19:
- Demonstrate a current knowledge of products and services offered by various segments of the tourism/hospitality industry.
- Demonstrate a knowledge of tour operations.
- Conduct negotiations with potential suppliers.
- Read and comprehend current articles related to the business of tourism.
- Identify and understand vocabulary used throughout the tourism industry.
- Become familiar with the elements of a business plan.
- Demonstrate an understanding of the National Park System
- Define and evaluate the importance of service in business.
- Identify issues, such as economic, political, terrorism, etc. that affect the business of Tourism.