

## 7th Annual CCC/CSU Professional Development



### **Hospitality Management Transfer Model Curriculum (TMC) Workshop**

The CCC/CSU Hospitality Transfer Model Curriculum Workshop was held on Friday, October 23, 2015 at Los Angeles Trade Technical College (LATTC). It was the 7<sup>th</sup> annual meeting of CCC/CSU Hospitality and Culinary Arts faculty. Up until a seminal meeting in March of 2015, previous events had been designed as professional development opportunities. Each had featured several accomplished industry speakers, with the objective of infusing curriculum with information about current industry trends and practices. However, in March, 2015, a curriculum development piece (with a deliverable component) was added. Each attendee incorporated information from the presentations into a class module, lecture and was encouraged to develop a new class from the material.

At the March, 2015 event, in addition to the industry speakers, a representative from the CCC Academic Senate (ASCCC) spoke in general terms about the process of developing Transfer Model Curriculum. The twelve CCC/CSU attendees, though from departments ranging from Hospitality, Culinary Arts, Culinology, Tourism, and Recreation, were very interested in continuing the dialogue and resurrecting the separate ASCCC Discipline Input Group (DIG) discussions from three years prior. Thus, the concept and plan for the October 23, 2015 workshop began to take shape and was honed through the late spring and summer of 2015. The plan was to bring together a limited number of Hospitality (and Hospitality related) instructors from the CCC/CSU systems, a curriculum specialist and a representative from the ASCCC to continue the dialogue that had been dormant for several years and identify the appropriate courses for a Transfer Model Curriculum (TMC) in Hospitality Management.

The October 23<sup>rd</sup> workshop began with introductions. Phil Sutton, RHT Sector Navigator; Roger Gerard, Workshop Lead and Hospitality Department Chair, Shasta College; Sheila Dufresne, Event Coordinator; Laura Casillas, CCCCO; and Jodi Braverman, CSU-HTMEI Coordinator, were in attendance.

Carolyn Borg, Articulation Officer from Shasta College; Erik Shearer, C-ID Curriculum Director, ASCCC and Krystinne Mica, C-ID Manager, ASCCC, each played an important role in facilitating the workshop and presenting information about the subtleties of the C-ID Descriptor and TMC processes.

Seventeen CCC/CSU instructors (eight from Southern California; LATTC, Mt. SAC (2), Orange Coast College (2), Cal State Long Beach, Cal Poly Pomona and Cal State Northridge; and nine from Northern California; City College of San Francisco, Napa Valley, Santa Rosa, Cal State East Bay, Chico State, Sacramento State, San Francisco State, San Jose State and Sonoma State) were also in attendance, armed with their respective Course Outlines and Catalogs.

Once Erik Shearer, C-ID Curriculum Director, ASCCC, presented a concise, yet thorough, overview, the instructors broke into groups to work on developing and writing C-ID Course Descriptors. LATTC President, Laurence Frank, stopped by for an informal visit and brief remarks. The group carried on the descriptor work through lunch, (prepared by LATTC Culinary Arts students). The afternoon session focused on Transfer Model Curriculum. Carolyn Borg, Shasta College Articulation Officer, facilitated a lively discussion to identify which courses should be part of the TMC and helped the instructors evaluate where those classes fit on the TMC spectrum. The group was tasked with determining the classes be placed in either Required Core or the more flexible A or B lists, within the TMC.

Overall, the group wrote C-ID Descriptors for and categorized seven Hospitality Management courses to form a TMC for Hospitality Management. The workshop concluded with Krystinne Mica, C-ID Manager, ASCCC, explaining the next steps in the process. She gathered names of attendees who would be interested in serving on the ASCCC's committee to continue the Hospitality Management Transfer Model Curriculum vetting process. She also let the group know that, ideally, the time-frame for having a Transfer Model Curriculum in Hospitality Management ready for approval by individual CCCs could be as soon as September, 2016.

CORE:

Intro to Hospitality      Pomona, Chico, East Bay, Long Beach, San Francisco, San Jose      3 units

LIST A      Choose \_\_3\_\_ courses      8- 9 units

Microeconomics      Pomona, Long Beach, San Francisco [C-ID ECON 201]

Hospitality Cost Control      Pomona, Long Beach, San Jose

Sanitation and Safety      Pomona, Long Beach,

Culinary Production & Operations      Pomona, Long Beach, (San Jose)

Hospitality Law      Pomona, San Francisco,

Hotel Operations      Pomona, (San Jose)

Introduction to Food and Beverage

Management      San Jose

LIST B      Choose \_\_2\_\_ courses      6- 7 units

Any courses from List A not already used

Financial Accounting      Pomona, San Francisco, San Jose

Business Law

Statistics

Any lower division course articulated for the Hospitality Management degree at the CSU

18 Total Units

## DESCRIPTOR

Discipline: Hospitality	Proposed Sub-discipline (if applicable):
General Course Title: <b>Culinary Production and Operations</b>	Min. Units TBD
General Course Description: Through a combination of lecture and lab sessions, students are introduced to fundamental culinary principles, techniques and operations. Students are introduced to and apply skills in product identification, ingredient handling, recipe costing, commercial recipe development, cooking fundamentals and professional standards of commercial kitchen operations.	
Proposed Number TBD	Proposed Suffix (if applicable): HOSP
Any rationale or comment	
Required Prerequisites:	
Required Co- Requisites:	
Advisories/Recommended Preparation <sup>1</sup> :	
Course Content: <ul style="list-style-type: none"> <li>• Pots and Pans             <ul style="list-style-type: none"> <li>○ Pots, Pans and Containers</li> <li>○ Measuring Devices</li> <li>○ Knives and Hand Tools</li> <li>○ Knife Skills</li> </ul> </li> <li>• Basic Cooking Principles             <ul style="list-style-type: none"> <li>○ Dry Cooking Methods</li> <li>○ Moist Cooking Methods</li> </ul> </li> <li>• Stocks             <ul style="list-style-type: none"> <li>○ Understanding Stock                 <ul style="list-style-type: none"> <li>▪ Definition of Stocks</li> <li>▪ Judging Quality of Stocks</li> <li>▪ Use of Stocks</li> </ul> </li> <li>○ Ingredients in Stocks                 <ul style="list-style-type: none"> <li>▪ Bones</li> <li>▪ Meat</li> <li>▪ Water</li> <li>▪ Mirepoix</li> <li>▪ Acid Products</li> <li>▪ Seasonings and Spices</li> </ul> </li> <li>○ Procedures for Preparing Stocks                 <ul style="list-style-type: none"> <li>▪ Brown Stock</li> <li>▪ White Stock</li> <li>▪ Fish Fumet</li> </ul> </li> </ul> </li> <li>• Sauces             <ul style="list-style-type: none"> <li>○ Understanding Sauces                 <ul style="list-style-type: none"> <li>▪ Functions of Sauces</li> <li>▪ Judging Quality of Sauces</li> </ul> </li> <li>○ Components of Sauces                 <ul style="list-style-type: none"> <li>▪ Liquids</li> <li>▪ Thickening Agents</li> </ul> </li> <li>○ Flavoring Agents</li> <li>○ Sauce Families</li> </ul> </li> </ul>	

<sup>1</sup> Advisories or recommended preparation will not require validation but are recommendations to be considered by the student prior to enrolling.

- Leading Sauces
  - Small Sauces
- Soups
  - Understanding Soup
    - Definition of Soup
    - Examples of Soups
    - Classifications of Soups
    - Service of Soups
  - Clear Soups
  - Thick Soups
    - Cream Soups
    - Puree Soups
    - Bisques
    - Chowders
  - Specialty and National Soups
- Vegetables
  - Color
  - Flavor
  - Texture
  - Nutrition
  - Cooking Vegetables
- Grains
  - Types of Rice and Handling
  - Other Grains Cooked Like Rice
  - Cooking Rice and Other Grains
- Pastas
  - Commercial Pasta
  - Fresh Egg Pasta
  - Shapes
  - Cooking Pastas
- Salads
  - Ingredients
  - Parts
  - Arrangements and Presentation
  - Procedure to Prepare
  - Combination Salads
- Salad Dressings
  - Ingredients
  - Emulsions
  - Types
    - Oil and Vinegar
    - Mayonnaise
- Meat
  - Principles of Low Heat Cooking
  - Breaking Down Connective Tissue
  - Other Factors Affecting Cooking Method Choice
  - Searing and Sealing
  - Doneness
  - Cooking Methods
- Poultry
  - Types of Poultry
  - Maturity and Tenderness
  - Light and Dark Meat
  - Doneness

- Cooking Methods
  - Fish
    - Fish
      - Composition and Structure
      - Problems Cooking Fish
      - Cooking Fish
    - Shellfish
      - Mollusks
      - Crustaceans
      - Cooking Shellfish

Laboratory Activities: (if applicable)  
 Kitchen Skills, Cooking, Sanitation, Operations

Course Objectives: *At the conclusion of this course, the student should be able to:*

Develop, cost and evaluate the operational implications of recipes and comfortably operate in a commercial kitchen.

- Identify select ingredients, products, tools and equipment used in professional cooking
- Demonstrate how to use and clean common kitchen tools and equipment safely and efficiently
- Explain how cooking and food ingredients affect product outcome and apply this knowledge when producing menu selections
- Perform basic professional cooking techniques
- Prepare food products using specific cooking methods: roasting, grilling, sautéing, pan frying, steaming, boiling, simmering, poaching, and braising
- Prepare selections in each category: stocks, soups, mother sauces, green salads, salad dressings, pastas, grains, vegetables, and meat, fish and poultry selections
- Evaluate menu selections according to defined product standards
- Maintain a clean and sanitary workplace
- Work as a team member to achieve common goals/objectives
- Identify and practice professional kitchen work standards

Methods of Evaluation:  
 Labs, Exams, Practicum, Projects (Team)

Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)  
*The Professional Chef*, The Culinary Institute of America  
*On Cooking*, Labensky  
*The Book of Yields*, Lynch

FDRG Lead Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## DESCRIPTOR

Discipline: Hospitality	Proposed Sub-discipline (if applicable):
General Course Title: <b>Hospitality Cost Control</b>	Min. Units 3
General Course Description: Analyzing and managing: food, beverage, labor and other costs within a hospitality operation. Emphasis on problem solving, applying cost control techniques to maximize profits while managing expenses. Topics include: establishing standards, cost-volume-profit-analysis, forecasting, purchasing and storage controls, menu costing and pricing, theft prevention and labor control.	
Proposed Number: <b>HOSP 120</b>	Proposed Suffix (if applicable): HOSP
Any rationale or comment	
Required Prerequisites: Financial Accounting	
Required Co- Requisites:	
Advisories/Recommended Preparation <sup>1</sup> :	
<p>Course Content:</p> <ul style="list-style-type: none"> <li>• Hospitality Operations</li> <li>• Control Process</li> <li>• Food and Beverage (F &amp; B) Standards</li> <li>• Operating Budgets</li> <li>• Cost Volume - Profit Analysis</li> <li>• Menu as a Control Tool</li> <li>• Purchasing and Receiving Controls</li> <li>• Storing and Issuing Controls</li> <li>• Production and Serving Controls</li> <li>• Calculating F &amp; B Costs</li> <li>• Control Analysis, evaluation and corrective action</li> <li>• Revenue Control</li> <li>• Theft Prevention</li> <li>• Labor Cost Control</li> </ul>	
<p>Course Objectives:</p> <p><i>At the conclusion of this course, the student should be able to:</i></p> <p>Provide the knowledge and skills necessary to manage and make informed business decisions within a hospitality organization. Emphasis on controls and control systems applicable to purchasing, ordering, receiving, storing, issuing, production, and sales of food and beverage, as well as staffing in these areas.</p>	
<p>Methods of Evaluation: (may include)</p> <p>Quizzes, exams, projects, written assignments, portfolio</p>	
<p>Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)</p> <p><i>Planning and Control for a Food and Beverage Operation, Ninemeier</i>  <i>The Book of Yields, Lynch</i>  <i>Principles of Food, Beverage and Labor Cost Controls, Dittmer and Keefe</i>  <i>Food and Beverage Cost Controls, Dopson</i></p>	

<sup>1</sup> Advisories or recommended preparation will not require validation but are recommendations to be considered by the student prior to enrolling.



COURSE IDENTIFICATION NUMBER SYSTEM

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## DESCRIPTOR

Discipline: Hospitality	Proposed Sub-discipline (if applicable):
General Course Title: <b>Hospitality Law</b>	Min. Units 3
General Course Description: Explore the Legal Relationship and Considerations of Hotel, Restaurant, Travel and Tourism Operations.	
Proposed Number: 150	Proposed Suffix (if applicable): HOSP
Provide students fundamental knowledge of the U.S. Legal System to help minimize potential liability and lawsuits in the Hospitality Industry.	
Required Prerequisites: Intro to Hospitality Management (HOSP 100)	
Required Co- Requisites:	
Advisories/Recommended Preparation <sup>1</sup> :	
<p>Course Content:</p> <ul style="list-style-type: none"> <li>• Government Agencies</li> <li>• Hospitality Business Structures</li> <li>• Contract Basics</li> <li>• Legally Managing Properties</li> <li>• Legally Selecting Employees and Managing</li> <li>• General Laws Regarding Food, Food Service and Alcohol</li> <li>• ADA Compliance</li> <li>• Safety and Security</li> </ul> <p>Laboratory Activities: (if applicable)</p>	
<p>Course Objectives: <i>At the conclusion of this course, the student should be able to:</i> Apply knowledge of the legal relationship and considerations Hotel, Restaurant, Travel and Tourism companies face during daily operations.</p>	
<p>Methods of Evaluation:</p> <ul style="list-style-type: none"> <li>• Written Case Study Analysis</li> <li>• Class Participation</li> <li>• Capstone Project (Field study of ADA compliance and safety)</li> <li>• Quantitative/Qualitative Exams</li> <li>• Oral Exams</li> </ul>	
<p>Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)</p> <p><i>Hospitality Law</i>, Stephen Barth</p> <p><i>Hotel, Restaurant, and Travel Law, a Preventative Approach</i>, Cournoyer, Marshall, and Morris</p> <p><i>Understanding Hospitality Law</i>, Jack Jeffries, Banks Brown</p>	
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## DESCRIPTOR

Discipline: Hospitality	Proposed Sub-discipline (if applicable):
General Course Title: <b>Hotel Operations</b>	Min. Units 3 semester units
General Course Description: An introduction to the operating system and components of a hotel-resort facility, which includes: front office, housekeeping, food and beverage, sales and marketing, accounting, property maintenance, human/resource management and information systems.	
Proposed Number: 140	Proposed Suffix (if applicable): HOSP
Any rationale or comment	
Required Prerequisites: none	
Required Co- Requisites: none	
Advisories/Recommended Preparation <sup>1</sup> : none	
Course Content: <ul style="list-style-type: none"> <li>• The Hotel Industry Overview</li> <li>• Hotel Organization</li> <li>• Rooms Division Operations</li> <li>• Front Office Accounting</li> <li>• Sales &amp; Marketing</li> <li>• Human Resources - Staffing &amp; Scheduling</li> </ul>	
Laboratory Activities: (if applicable)	
Course Objectives: <i>At the conclusion of this course, the student should be able to:</i> <ul style="list-style-type: none"> <li>• Classify lodging facilities based on size, target markets, and levels of service.</li> <li>• Identify and describe the various operational departments and staff within a full-service hotel.</li> <li>• Determine room rates based on different strategies such as the Hubbart Formula.</li> <li>• Conduct a comparative market analysis and develop a plan improving service and revenue at a selected property.</li> </ul>	
Methods of Evaluation: Exams, Quizzes, Projects, Portfolio and Written Assignments	
Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)	
<i>Foundations of Lodging Management</i> , David Hayes	
<i>Managing Front Office Operations</i> , Michael L. Kasavana and R. Brooks	
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## DESCRIPTOR

Discipline: Hospitality	Proposed Sub-discipline (if applicable):
General Course Title: <b>Introduction to Food and Beverage Management</b>	Min. Units- 3
General Course Description: Techniques and procedures of management are explored and developed as they relate to commercial and institutional food and beverage facilities. Topics include: functions of management, marketing, menu development, effective cost controls in purchasing, labor and service techniques.	
Proposed Number: 130	Proposed Suffix (if applicable): HOSP
Rationale: Universally required course.	
Required Prerequisites: None	
Required Co- Requisites: None	
Advisories/Recommended Preparation: None	
Course Content:  <div style="margin-left: 40px;">           A. Fundamentals of Food Service            B. The Menu            C. Facilities            D. Management Functions            E. Operational Functions            F. Service            G. Marketing         </div>  Laboratory Activities: N/A	

Course Objectives: At the conclusion of this course the student should be able to:

- A. Identify current trends and issues impacting restaurant/food & beverage management.
- B. Discuss the varying types of food and beverage operations.
- C. Explain the importance of food safety, sanitation and environmental safety in food and beverage operations.
- D. Describe procedures used for menu planning, effective purchasing, receiving, storing and using of items in the operation.
- E. Identify major on-going trends in customer behavior that will affect the restaurant /food & beverage industry.
- F. Describe the importance of concepts, location and design in food and beverage facilities.
- G. Demonstrate management functions in food and beverage operations.

Methods of Evaluation:

May Include: Group Projects, Oral Presentations, Research Projects

Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)

June Payne-Palacio, Ph.D., RD,/ Monica Theis . Foodservice Management: Principles and Practices, 12th ed. Prentice Hall, 2012

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## DESCRIPTOR

Discipline: Hospitality	Proposed Sub-discipline (if applicable):
General Course Title: <b>Introduction to Hospitality Management</b>	Min. Units- 3
<p>General Course Description: Overview of structure and financial performances of hospitality industry; food and lodging, resorts, tourism enterprises, attractions and related operations. Focus on orientation to customer service, cultural/economic trends and career opportunities.</p>	
Proposed Number: 100	Proposed Suffix (if applicable): HOSP
Universally required course.	
Required Prerequisites: None	
Required Co- Requisites: None	
Advisories/Recommended Preparation: None	
<p>Course Content:</p> <ol style="list-style-type: none"> <li>1 History of Hospitality</li> <li>2 Travel and Tourism Industry</li> <li>3 Hospitality Careers</li> <li>4 Food Service Operations</li> <li>5 Restaurant Organization</li> <li>6 Hotel Operations</li> <li>7 Club Organization and Operation</li> <li>8 Meetings Industry, Conventions and Expositions</li> <li>9 Marketing and Selling</li> <li>10 Managing Marketing Communications</li> <li>11 Management Companies</li> <li>12 Franchising</li> <li>13 Ethics</li> <li>14 Floating Resorts: The Cruise Line Business</li> <li>15 Gaming and Casino Hotels</li> <li>16 Managing and Leading Hospitality Enterprises</li> <li>17 Recreation</li> <li>18 Managed Services</li> <li>19 Special Events Management</li> </ol> <p>Laboratory Activities: N/A</p>	

Course Objectives: At the conclusion of this course the student should be able to:

- Describe the relationship of human/social need for hospitality services.
- Define the goals of various hospitality elements and related products and services.
- Describe the service relationship in terms of psychological needs and social-psychological experiences.
- Define the basic role of business in the field of hospitality.
- Identify major challenges to the hospitality industry.
- Describe opportunities for entry and advancement in the hospitality field.
- Identify key qualities, philosophies, or experiences associated with success in the field.

Methods of Evaluation:

May Include: Exams, Quizzes, Portfolio, Projects

Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)

*Hospitality Today: An Introduction* Educational Institute of the American Hotel and Lodging Association.; Angelo and Vladimir (7th Edition)  
*Introduction to Hospitality*, John R. Walker, Prentice Hall

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## DESCRIPTOR

Discipline:	Proposed Sub-discipline (if applicable):
General Course Title: <b>Sanitation and Safety</b>	Min. Units 2
General Course Description: Sanitation practices affecting individual operations. Prevention and control of foodborne illnesses through flow of food and HACCP management. Also includes study of worker safety.	
Proposed Number: 110	Proposed Suffix (if applicable): HOSP
Any rationale or comment	
Required Prerequisites:	
Required Co- Requisites:	
Advisories/Recommended Preparation <sup>1</sup> :	
<p>Course Content:</p> <ul style="list-style-type: none"> <li>• Development of sanitation standards in the U.S. <ul style="list-style-type: none"> <li>○ History</li> <li>○ Legislation</li> <li>○ Role of government agencies</li> <li>○ Comparison to world standards</li> </ul> </li> <li>• The microbiology of food <ul style="list-style-type: none"> <li>○ Bacteria</li> <li>○ Fungi</li> <li>○ Virus</li> <li>○ Parasites</li> </ul> </li> <li>• Food borne illnesses <ul style="list-style-type: none"> <li>○ Infections</li> <li>○ Intoxications</li> <li>○ Allergies</li> <li>○ Food intolerances</li> <li>○ Prevention symptoms and treatments</li> </ul> </li> <li>• Sanitation Standards <ul style="list-style-type: none"> <li>○ The role of temperature and thermometers</li> <li>○ Purchasing</li> <li>○ Receiving</li> <li>○ Storing foods</li> <li>○ Food preparation</li> <li>○ Service</li> <li>○ Equipment</li> <li>○ Issuing</li> </ul> </li> <li>• HACCP - Hazzard Analysis Critical Control Point</li> <li>• The Role of Health Department Sanitarians</li> <li>• Sanitary Facilities/environmental concerns and care of: <ul style="list-style-type: none"> <li>○ Floors, walls, ceilings</li> <li>○ Ventilation systems</li> <li>○ Waste management</li> <li>○ Utilities</li> <li>○ Facility and equipment layout</li> </ul> </li> </ul>	

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- Local, state and federal requirements
- California Retail Food Code
- Insect and rodent control in food service
- Safety
  - Policies and procedures
  - Accident prevention
  - Crisis management
- Fire prevention techniques in food and storage
- Management's role in training employees in sanitation/safety rules

Course Objectives: *At the conclusion of this course, the student should be able to:*

- Pass Food Service Sanitation Management Exam with score of 75% or better
- Identify food or carrier sources of major foodborne illnesses, bacteria, viruses, fungi and parasites and list at least four symptoms of each.
- Identify steps to establishing HACCP Plan
- Explain the role of the health department sanitarian and evaluate a sanitation report
- Explain the roles of the food service worker and manager in the prevention of foodborne illnesses
- Identify basic safety and accident prevention techniques

Methods of Evaluation:

Completion of Food Handler Exam, Quizzes, Assignments, Participation

Sample Textbooks, Manuals, or Other Support Materials (do not include editions or publications dates)

*Educational Foundations of National Restaurant Association, 2014, 6<sup>th</sup> Edition*  
*ServSafe Essentials, 6<sup>th</sup> Edition*

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