Gary Ward: My office number is 480-423-6269. You may call me anytime or e-mail at gary.ward@scottsdalecc.edu I check both frequently and I will return your call quickly

Web Site: You may access many useful tools at your Canvas site.

Description of Course: Overview of the restaurant industry with a focus on the major segments. Emphasis on developing plans for marketing, accounting systems, staffing, training, menu development and cost controls for restaurant operations and a special emphasis on safety and sanitation, and legal regulations in the restaurant industry.

Primary Objectives of the Course:
1. Trace the history of the industry and identify the major segments and competitive concerns.
2. Identify the components of and develop a marketing plan.
3. Identify the components of and develop an accounting system.
4. Identify the components of and develop staffing & labor controls.
5. Identify the components of and develop training & service standards.
6. Identify the components of and develop menu & production standards.
7. Identify the components of and develop a safety & sanitation program.
8. Identify the components of and develop a legal compliance plan.

Completion of this course will enable you to:
- Define target area and target customer for a successful restaurant operation
- Define and understand the structure and equipment needed for a quality operation
- Define the staffing and management needs of the business
- Understand the concepts for a successful marketing campaign
- Understand many of the legal aspects of owning/operating a restaurant

Textbook Required for the Course:
2. The ProSim Restaurant Simulation, from Knowledge Matters, also available in the SCC Bookstore or on-line at http://www.knowledgematters.com/

Policy for Late Assignments:
Weekly assignments must be submitted on their due dates. Assignments will not be accepted after the due date (NO Exceptions). Being absent from class is no excuse for a missed assignment. You must submit assignments electronically through Canvas. Make-up tests will be at the discretion of the instructor, and grade assignment for missed work is also at the discretion of the instructor. I will only provide make-up tests for those that notify me of their absence PRIOR to the test.

Challenges: If you have difficulty with the course material or method of instruction, please talk to me about it. It is my desire to help you be successful with your professional goals.
Class Changes:
It may be necessary to change some part of this syllabus or course because of the level of student achievement or new information presented by the industry. Points for assignments, tests, or quizzes may be changed (added or deleted) at any time at the discretion of the instructor.

Evaluation Techniques:

1. Class Participation/Attendance 100 pts
2. Assignments 323 pts
3. ProSim Modules and Projects 300 pts
4. Syllabus Acknowledgement/Quiz 20 pts
5. Mid-Term (87) & Final Exam (100) 187 pts
Total 930 pts

A = 90% to 100%
B = 80% to 89.9%
C = 70% to 79.9%
D = 60% to 69.9%

Attendance/Participation & Assignments: Students are required to attend all classes. There are a variety of activities occurring each week and you must be present to learn effectively. If you plan to become a leader in the hospitality industry it is important that you learn some of the essential values of the industry. Three of the most important industry values are those of self-motivation, dependability, and participation.

Three absences are permitted without penalty. Twenty-five points will be deducted from your grade for each absence beyond the three allowed. Arriving late or leaving early will be counted as a half absence (five minutes late or leaving class before dismissed without prior permission). Seven absences results in withdrawal with a “Y” grade. Refer to the SCC Student handbook for information regarding policies concerning Official Absences and Religious Holidays.

All assignments or projects are due at the beginning of class. Points will be awarded on the basis of quality of the paper. Grammar, spelling and comprehension are critical elements in the business environment and this class will maintain those standards (see Canvas: Grading Rubric). It is also important to be able to take quality class notes.

I reserve the right to add or delete assignments as necessary to accommodate the learning level of the class. I will often assign additional assignments in-class as student learning and assessment require. I will accept NO work of any kind after week #15.

Opportunities for Excellence - Tests: Performance is the key to a successful restaurant career. The assignments, tests and the ProSim simulation will act as your “Performance Evaluation” during this course. It is HIGHLY recommended that you submit assignments on time and complete the simulations in a timely manner. Deductions will be made for late submissions.

Syllabus Acknowledgement: You will be withdrawn from this class if you have not completed the Syllabus acknowledgement/quiz by the third class (first class of the second week) of the semester. This acknowledgement is located in Canvas under Assignments.
Assignment Set-up: All assignments will be submitted through Canvas, the on-line SCC course management resource; I do not accept paper or hand-written documents.

Cell Phones: Cell phones have a definite use in everyday life, but not in the classroom. Make sure you switch your phone “OFF” before class starts. Cell phones should never be seen in class. The appearance or ringing of a cell phone in class constitutes an interruption and an infringement of civility toward your classmates and your instructor. I reserve the right to remove from class any student using a cell phone or checking for messages. If you have an urgent need to keep your cell phone available during class, please discuss the situation with me prior to the start of class.

I acknowledge that some students may want to take notes on an electronic device (not a cellphone). Any laptop or ‘pad’ device is acceptable for note-taking purposes. Any other use in the classroom is forbidden.

Withdrawal Policy
• Student may initiate an official withdrawal from any course by submitting a withdrawal form with required signatures to the A&R office within published deadlines.
• Failure to attend any classes is not a guarantee for a refund or an excuse of debt incurred through registration. See Refund Policy in the 2016-2017 College Catalog.
• Official date of withdrawal is last date of attendance as determined by student’s withdrawal or as reported by the instructor.
• The official date of withdrawal will determine degree of refund, if any.
• Failure to file official withdrawal form within published deadlines can result in a failing grade and may affect refund of course tuition and fees.

Additional information on Withdrawals can be found in the SCC College Catalog.

Academic & Student Support Services
A variety of student services can be accessed online. Services are free of charge to all registered SCC students. Refer to the SCC College Resources Student Home Page.

Check the following websites for operating hours:
• Social/Behavior Sciences Independent Study Lab, Room SB158, http://www.scottsdalecc.edu/sbscience/sb_pages/sb_isl.html
• Writing Center, Room LC379, http://www.scottsdalecc.edu/writingcenter/
• Open Computer Lab, Room BU133W, and AP 286 http://www.scottsdalecc.edu/its/Services/Labs.html
• Counseling Center, Room SC108, http://www.scottsdalecc.edu/counseling/
• Advisement Center, Room SC118, http://www.scottsdalecc.edu/advisement/

Accommodations
Scottsdale Community College provides equal opportunity to qualified students. If you have a documented disability (medical, physical, learning, psychological, etc.) and wish to request disability-related accommodations to complete course requirements, contact Disability Resources & Services (located in SC building; 480-423-6517). Course requirements cannot be waived, but reasonable accommodations may be provided based on disability documentation and course objectives.
Pregnant & Parenting Students
Students who are pregnant may receive accommodations similar to those given to students with a temporary illness when deemed medically necessary. Students may be eligible to receive attendance leniency, extended deadlines, alternative test dates, or in cases of severe temporary illness, an “incomplete” from a course.
Students who are pregnant should contact Disability Resources & Services for consultation. If a student needs an academic or athletic accommodation due to pregnancy they will need to provide documentation, from their doctor, regarding their condition. Medical documentation regarding absences must also be provided. Disability Resources & Services is located in the SC Building; 480-423-6517.

Sexual Harassment
Sexual harassment is any unwelcome, verbal or physical conduct of a sexual nature that is sufficiently severe, persistent, or pervasive that it alters working conditions and creates a hostile environment or reasonably interferes with, limits, or deprives a student of the ability to participate in or benefit from any educational program or activity.

Sexual harassment and discrimination in any college education program or activity, is prohibited. Students should report any discrimination and/or harassment they experience and/or observe to the Vice President of Student Affairs (SCC’s Title IX Coordinator); located in the Administration Building (AD), phone 480-423-6300.

To view the full Sexual Harassment Policy, refer to the Student Handbook

Student Misconduct Policy
The classroom is an educational learning environment where students are expected to engage in behaviors which are conducive to their own learning and the learning of their peers. To facilitate this, respect for self and others is mandatory and necessary. Should a student exhibit disruptive behavior and/or use profane language to the extent that it interferes with the learning environment, an academic consequence may be imposed. Any student found by a faculty member to have committed academic misconduct may be subject to the following academic consequences:

- Warning – A notice in writing to the student that the student has violated the academic code.
- Grade Adjustment – Lowering of a score on a test or assignment.
- Discretionary Sanctions – Additional academic assignments determined by the faculty member.
- Course Failure – Failure of a student from a course where academic misconduct occurs.

Further information can be found in the SCC Student Handbook, Academic Misconduct 2.3.11, page 277
Technology

**Technology and skills needed:**
You should have regular access to a computer with an Internet connection. Additionally, you should be comfortable using the Internet and word processing tools. You should run the course materials on either FireFox or Chrome browsers. To download these browsers visit:
- FireFox Website
- Chrome Website

**Computer Equipment / Access Needed**
For this course, you will need a working e-mail address, a Canvas account, and access to the Internet. Internet access can be from school, home, or work.
- Maricopa Community Colleges provides all students with an email address. It is now the official way to receive communication from the college and district. Look up your email account at the Maricopa Student Email Site.
- You will be able to log into the Canvas Learning Management System using your MEID and associated password.

For help with Canvas:
- Check out the Canvas self-help site or call 1-888-994-4433 for 24/7 support
- Visit the Maricopa 24/7 help site for a live chat with a support team member
- The Start Here Link has information on student and academic resources as well as videos on how to use Canvas

*Note:* It is essential that you set your notifications in Canvas before you get started with the course. [Here is a video](#) to help you set your notifications.

**SCC Help Desk**
Contact the SCC Help Desk at (480) 423-6274. Hours are Monday – Friday 8a-8p and Saturday from 8a-4p. Summer Hours vary.

**Code of Civility**
Instructors are expected to be professional, courteous, respectful and empathic to students. They will:
- Begin and end class on time
- Be prepared for each class session
- Provide academic feedback and grade assignments in a timely manner
- Be available for individual consultation
- Clarify assignments and inform students of any adjustments to the class schedule

Students are expected to be reflective, courteous, respectful and empathic to classmates, instructor and other college staff assisting in their learning. Students are expected to arrive on time for class and remain until class has ended. The instructor should be notified in advance if there is a need to leave early. Students will be expected to:
- Mute mobile phones and pagers before entering classroom
- Be in class and be on time
- Be prepared for class sessions
• Participate in class activities
• Follow instructions and complete assignments
• Keep up with and turn in assignments by due dates
• Put forth their best efforts
• Exchange phone numbers with two classmates in order to keep current.
• Ask questions when they don’t understand
• Maintain knowledge of their grade status
• Contact instructor right away about concerns or situations that may interfere with their success in class

Comply with policies found in the SCC Catalog and SCC Student Handbook

Diversity and a Safe Learning Environment
This classroom will be a safe learning environment for every individual as far as I am able to ensure that outcome. This means I will treat each student with respect, and in turn I expect respect to be given to the instructor and every individual in this course. Disagreement does not equal disrespect. We all bring different points of view, different personal values, different life experiences, and different personal preferences with us into the classroom. This diversity makes for great discussion, adds interesting dimensions to our interpersonal relationships, and is welcome in the academic arena. Though we celebrate our differences, I expect each student to respect the rights and needs of fellow classmates. Students cannot feel safe to express themselves without the assurance that their ideas, attitudes and beliefs will be treated with respect.

Academic Honesty
• Every student in this class is expected to produce his/her own original work.
• Plagiarism is unacceptable and will not be tolerated.
• Plagiarism will result in being dropped from the course with a failing grade.
• Plagiarism will result in actions as outlined in the College Catalog
• Plagiarism defined:
  “Failing to use quotes around more than three words taken from any source”
  “Failing to include the source (reference) for any information other than common knowledge”
• http://library-guides.scottsdalecc.edu/plagiarism

Using Web-Based Applications
We will be using web-based for academic use in this course. By default, the web-based/discussion applications are open to the public for the purpose of sharing your work with the larger Internet community; specifically, using web-based presentation tools, online discussion and comments will:
• provide an opportunity to track and reflect upon your design process/progress,
• provide an opportunity to collaborate on design projects, and
• engage a larger audience who may provide feedback on the project.

To use the web-based/discussion/comment applications responsibly please observe all laws, SCC, and MCCCD policies that are incorporated into the Codes of Conduct and Academic Integrity. Some specific aspects of law and policy that might be well to remember are
prohibitions against copyright infringement, plagiarism, harassment or interferences with the underlying technical code of the software. Some resources to remind yourself about SCC and MCCCD policies as well as laws about copyright and fair use:

- [SCC College Catalog and Student Handbook](#)
- [MCCCD Copyright Guidelines](#)

As a student using the web-based/discussion/comment applications certain rights accrue to you. Any original work that you make tangible belongs to you as a matter of copyright law. You also have a right to the privacy of your educational records as a matter of federal law and may choose to set your discussion privacy settings to private and only share with the instructor and your classmates. Your contributions to the web-based/discussion/comment applications constitute an educational record. By contributing to the web-based/discussion/comments applications, and not taking other options available to you in this course equivalent to this assignment that would not be posted publicly on the Internet, you consent to the collaborative use of this material as well as to the disclosure of it in this course and potentially for the use of future courses.

**Campus Security Services**

The main security services that are provided on campus are provided to faculty, staff and students on a regular basis. Most importantly if you see something “out of place” or suspicious please contact the safety Department.

SCC Emergency Numbers: Call 4-0- 911 or 480-784-0911

All Maricopa County Community College Public Safety offices have a fully monitored, centralized dispatch center. This center is actively staffed 24 hours a day and these numbers directly access the dispatch center, where dispatchers will then send officers to the location of the emergency activity. Non-emergency situations should be reported directly to the SCC campus safety office by calling 480-423-6175 or x36175

Patrol: We have a 24/7-patrol service by police officers and police service aides. Both are marked with uniforms and patrol on foot, bike, cart or patrol car. Police officers are AZPOST certified and the police aides are civilian, some with prior law enforcement or military experience.

Cameras: there are several security camera on campus they are operational 24/7. The cameras are digital recording devices and are subject to computer errors.

Blue outdoor call boxes/inside classroom “Talk Master” systems: These devices activate at the press of a button and are answered by our on-campus Dispatch 24/7. The activation of these systems should only be for Emergencies: crime in progress, medical emergencies, and suspicious person/vehicle calls. Should you accidentally activate one in the classroom a police officer will be dispatched regardless of your response and comments (i.e. It’s OK). Officers may or may not enter the classroom to assess the situation when they arrive.

Safety Escort / Disability Shuttle Service: Safety can be called for a safe escort to your car or class, also in the case of disability assistance. Security staff may arrive by electric cart, on foot or
on a bike depending on the request. The shuttle may take a few minutes but will arrive as soon as resources allow.

Building Lockdown: In the unlikely event of a violent incident involving an immediate threat, Public Safety or other college officials may order a lockdown of the campus. Notification of the lockdown may come from several sources including telephones, ALERTUS beacons or pages to student and employee cellular phones. If a lockdown is ordered:

- Locate a safe classroom, office, or meeting room
- Assist others in moving to the safe room
- Lock the door if possible
- Close any window shades in the room
- Turn off all lights if possible
- Move away from doors and windows
- Remain in the safe location and quietly await further instructions

During a lockdown, the Public Safety office should only be contacted in an emergency, such as a serious injury or if you have additional information on a suspect’s location.

Active Shooter Response: Three aspects to remember are run, hide, and fight
If you can escape, do so – run
- Know at least two exits out of your room/building
- Take different routes into and out of your room/building to develop familiarity with avenues of escape
- Leave your belongings and get out
- If you encounter responding police officers, raise hands and follow their orders

If you are unable to run – hide
- Lock doors (block if unable to lock), turn off lights, silence cell phones
- Locate areas inside your room/building where you can hide
- Do not “bunch up” – spread out
- Turn off lights, silence cell phones

If you cannot run and you have been discovered – be prepared to fight
- Locate items inside your room/building that could be used as weapons
- Do whatever you have to do to incapacitate the shooter
- Do not be tentative – commit to action

Other important things to know:
- The first police officers on scene will not render aid or stop to help the injured – they will be focused on finding the shooter and stopping any future injuries (victims will be treated/evacuated when additional officers arrive)
- Responding officers will not necessarily know who the shooter is – everyone they encounter may be a threat
- Remain calm and follow the officers’ instructions
• Drop items in your hands
• Keep your hands visible
• Avoid quick movements toward officers (do not reach for or grab them)
• Be prepared to provide as much information as you can to help the officers find the shooter

Helpful links to review for your safety:
• http://www.scottsdalecc.edu/public-safety/emergency-procedures
• https://administration.maricopa.edu/the-maricopan/what-to-do-in-an-active-shooter-situation
• YouTube has several good videos produced by police departments that can be accessed by searching “run hide fight” in the YouTube search bar

Students are responsible for the information contained in this syllabus. The information in this syllabus is subject to change based on the discretion of the instructor.
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