



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

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
0	18	Lecture:	0	0
		Lab:	.67	12.06
		Other:	0	0
		Total:	.67	12.06

Out of Class Hrs:	000.00
Total Learning Hrs:	12.06

#### **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**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

Not Transferable

UC TRANSFER:

Not Transferable

Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N

Classification: J

Noncredit Category: J

Cooperative Education: N

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: A

In-Service: N

Occupational Course: C

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000647634

Sports/Physical Education Course: N

Taxonomy of Program: 130630