

**KAPI'OLANI COMMUNITY COLLEGE – UNIVERSITY OF HAWAII**  
Culinary Arts Department  
**CULN 160 – Dining Room Service/Stewarding Procedures Syllabus**

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**Instructor's Name**

John Santamaria

**Office Location**

Ohelo 201

**Office hours**

Tuesday - Thursday 2:00 p.m. – 3:00 p.m.  
Or by appointment

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**Course Description:**

The study and application of the variety of service styles and techniques practiced by industry with special emphasis on the importance of the relationship coordination between the front and the back of the house, customer service, the practice of sustainability, the study of stewarding procedures, and a study of the principles, practices of profitable beverage operations, and the responsibilities and liabilities associated with alcohol service. Theory is applied in the actual operation of a fine dining restaurant (Ka`Ikena).

**Mission Statement:**

It is my personal goal to introduce each of you to the level of professionalism that is the standard of a fine dining operation in the restaurant industry today. We will use the course competencies listed below as the driving force to accomplish this with special attention given to personal grooming, punctuality, acceptable behavior toward co-workers and the value of teamwork. It is my intention to provide a climate of cooperation and community among you resulting in positive educational experience for you and a pleasant, efficient dining experience for our guests.

**Course Competencies/Learning Outcome**

Upon successful completion of CULN 160, the student should be able to:

1. Demonstrate the general rules of table settings and services.
2. Describe American, English, French, and Russian service.
3. Discuss service methods such as banquets, buffets and catering. Table d'hôte, pre fixe, and a la carte menu.
4. Describe the functions of dining service personnel.
5. Discuss training procedures for dining room staff.
6. Discuss procedures for processing guest checks using current technology.

7. Demonstrate an understanding of guest service and customer relations, including handling of difficult situations, and accommodations for the disabled.
8. Explain inter-relationships and work flow between dining room and kitchen operations.
9. Discuss sales techniques for service personnel including menu knowledge and suggestive selling.
10. Identify local, state, and federal laws pertaining to the purchase and service of alcoholic beverages.
11. Discuss the basic production process for distillation and fermentation.
12. Distinguish wines by grape and/or other fruit variety, country, growing region and production process.
13. Evaluate the relationship of beverage and food.
14. Identify and Discuss the presentation and service of alcoholic, non-alcoholic and de-alcoholized beverages, including coffee and tea.
15. Identify equipment and glassware used for beverage preparation and service.
16. Discuss opening and closing procedures of a beverage operation.
17. Discuss the fundamentals and importance of responsible alcohol service.
18. Identify levels of intoxication and methods to control excessive alcohol consumption by guests.
19. Discuss Dram Shop Law and liquor law liability.

## **Grading Structure:**

**Laboratory Work (performance and participation):**                      **71% of grade**

30 days X 52 points = 1560 points

**Roll call** will be taken at every class. If you are going to be late or absent, you are expected to call **(734-9201) before 2:45pm. Roll will be called at 3:05PM**

**Late:** If you arrive any time after 3:05pm you are considered late. Every 15 minute interval that you are late results in a loss of 4 points, for example, if you arrive between 3:05 – 3:20 you forfeit 4 points, 3:20 – 3:35 = 8 points, 3:35 – 3:50 = 12 points. If you arrive any time after 3:50, the maximum of 16 points for participation will be deducted. You will be allowed in class to acquire the competencies for the day, however, the time already missed will affect your ability to succeed fulfilling those competencies, as much information is given in that first hour of class.

**Out of uniform:** If you arrive out of uniform, you will be dismissed and considered late with the appropriate point loss attached until the problem is fixed.

**Early dismissal** from class is allowed only with prior approval by the instructor, will result in a loss of **4** points for every 15-minute interval and a reduction in competency evaluation points.

**Absence:** An absence will result in a loss of all points (52 pts.) for the day. **There is no such thing as an “excused absence”.**

**Extra Credit** – A maximum of 52 points is allowed for extra credit for volunteering for non-class events. Prior approval from the instructor is needed to volunteer for extra credit.

**Acceptable Behavior Violation** will result in immediate dismissal from class and loss of all points for that day.

This is a work-based, hands-on skill course. Your participation is critical to your success. Learning is not a passive process; you need to be here, on time and in uniform.

The evaluation of your performance in this class will take into consideration your attentiveness, comprehension, participation in question and answer sessions and retention levels of lecture and laboratory materials. You will be evaluated on your ability to effectively interact with other students and your ability to exhibit respect and tolerance for fellow classmates and their opinions. Keep in mind everyone learns differently and at a different pace.

**Evaluations of operational laboratory competencies are based on the following (see daily master eval):**

- A. Perform dining room service function using variety types of service.
- B. Demonstrate an understanding of quality customer service.
- C. Differentiate the varieties of alcoholic and non-alcoholic beverages and assess their affinity to foods.
- D. Explain laws and procedures related to responsible alcohol service.
- E. Value ethical practices in both personal and professional situations.
- F. Practice standards in behavior, grooming and dress code that reflect the mature work attitude expected of industry professionals.

Each of the thirteen areas of behavior is evaluated daily using the following point values.

- 5        excellent achievement / exemplary
- 4        above average achievement
- 3        average achievement / satisfactory achievement
- 2        minimal passing achievement / needs improvement
- 1        poor / below minimal passing achievement
- 0        absent / no point value

The total of these evaluation points added to the attendance points equal the daily points earned.

Quiz 1 (01/16/2018)	50 points	chapters 1 - 4
Quiz 2 (01/22/2018)	50 points	chapters 5 - 7
Midterm (01/29/2018)	125 points	chapters 1 - 7
Restaurant Project (02/20/2018)	50 points	
Practical Exam (02/27/2018)	130 points	
Written Final (02/28/2018)	125 points	
DRA Certification Exam (03/01/2018)	<u>100 points</u>	
Total quizzes/exams & project	630 points	
Laboratory Performance & Attendance	<u>1560 points</u> (30 days X 52 points)	
	2190 total possible points (or 100% X 30 class days)	

<u>Points</u>	<u>Percentage Grade</u>	<u>Letter Grade</u>	
2190 – 1971	100% - 90%	A	Excellent Achievement
1970 – 1752	89% - 80%	B	Above Average Achievement
1751 – 1533	79%- 70%	C	Average Achievement
1532 – 1314	69% - 60%	D	No Credit / must repeat course
1313 – 0		F	Fail

**Absent on the “Final Service Day, Cleaning Day and/or Special Events” will result in failing this class with an “F” grade.**

**The instructor reserves the right to make reasonable adjustments to the evaluation methods, criteria or dates if necessary.**

**Required Text:**

Associate Handbook – Fine Dining Standards, Certification Manual, Federation of Dining Room Professionals (FDRP). This book is available for sale in the KCC bookstore and it comes with an examination access code to take the on-line DRA (Dining Room Associate) certification exam.

**Recommended Reading Text:**

Remarkable Service (A Guide to Winning and Keeping Customers for Servers, managers, and Restaurant owners) The Culinary Institute of America.

**Required Supplies:**

Waiter’s wine key and several pens (to loan for credit card signatures)

**Front House Uniform:** (worn Tuesday, Wednesday, and Thursday **or** special events/functions)

- **Ka’Ikena, and Banquet Dining Room Uniform:**

Males and Females: White, clean, pressed, long-sleeve collared dress shirt, black dress pants, black dress shoes and black socks, neck tie, tie clip and name tag (\$6.00).

- **Stewarding Positions:**

Males and Females: Long pants, covered anti-slip shoes, socks and T-shirts (no offensive diagrams or logos). Long aprons will be provided by the department.

**Lecture Uniform:** (worn Monday and on field trips)

SHIRTS: Collared (golf) clean and wrinkle free – No tank tops, camisoles or spaghetti straps

PANTS: Long dress pants or jeans, clean without holes – No shorts

SKIRTS/DRESSES: allowed – No mini skirts

SHOES: Clean shoes with socks or stockings – No slippers

No baseball caps, skullcaps, kerchiefs etc. are to be worn while in lab or lecture

No sunglasses are to be worn while in lab or lecture

**Personal Grooming Standards:** (please see Student Handbook for complete list)

JEWELRY: allowed: one wedding band  
one watch  
single stud earring, one per ear

**Not allowed:** rings (other than the one wedding band)  
hooped, dangling, or any style other than studded earring  
nose, tongue or other visible body piercings  
necklace, bracelet, anklet

FINGERLNAILS: cut short, kept clean, neutral polish only

FACIAL HAIR: clean shaven, no beards. Mustaches are to be neatly trimmed and may not fall below the upper lip or beyond the framework of the upper lip. Sideburns may be no longer than the bottom of the earlobe.

HAIR: neat, trimmed, clean, off the collar, worn short or restrained

### Student Responsibilities:

1. Attend class. Lectures and labs are impossible to make up.
2. CULN lecture dress and grooming codes must be adhered to in class and on field trips/off campus functions.
3. No student will leave the class without the instructor's permission.
4. No food is allowed during lecture.
5. No eating is allowed during lab.
6. Water, iced tea and coffees in plastic cups, and only in designated service area is allowed during lab/service.
7. Any use of a mobile phone (ringing, texting, calling, etc.) will result in a loss of **16** points each time.
8. Tips left by guests are **not** to be considered your personal property. The department provides the environment and training by which they are garnered, and those tips are deposited in a general fund from which the entire department benefits by way of graduation celebrations, scholarships, equipment purchases, etc. Control systems are in place to ensure gratuities are calculated and secured, as are disciplinary procedures to maintain the system's integrity.
9. If you have a disability and have not voluntarily disclosed the nature of your disability and the support you need, you are invited to contact the Special Student Services Office, 734-9552, Illima 105, for assistance.
10. Students are expected to participate in KCC's Culinary Fundraisers that offer further educational opportunity. This semester we have been asked to provide volunteer students for the following functions:

### Course Content

Week	Topic
1	Introduction and Orientation. Basics of Hospitality and Service. Relationship between the Front and the Back of the House. 1 <sup>st</sup> Quiz. Name tag payment collection on Thursday (\$6.00).
2	Dining Room and Stewarding S.O.P. Tableside Salads Preparation. Preparation for Dining Room Service.

	2 <sup>nd</sup> Quiz. Uniform Inspection on the 2 <sup>nd</sup> Tuesday.
3	Bar Layout and Beverage Service. Tableside Desserts. Serving Guests.
4	Tableside Cooking. Union and H.R. Issues. Serving Guests.
5	Hotel Field Trip. Midterm Exam. Staffing and Labor Relations Issues. Serving Guests.
6	Serving Guests. Restaurant Evaluation Project due.
7	Serving Guests. Final Buffet Service.
8	Practical Final Exam. Cleaning Day. Written Final Exam.

## PROGRAM STANDARD: BEHAVIOR, GROOMING AND DRESS CODE

The purpose for these standards is to present students with the expected and required dress code, personal grooming standards and acceptable professional behavior for all culinary or patisserie majors or students who participate in any credit class under the control of the Culinary Arts Department of Kapi'olani Community College. These standards were developed by culinary and patisserie faculty together with advisory committee members to reflect the professional standards that students will be held to upon entrance into the industry.

Failure to adhere to and abide by these standards may directly affect the student's ability to participate, therefore adversely affecting the student's grade. Students not complying with these standards may not be permitted to participate in class activities. Students may be allowed to sit in on lectures, but will have points deducted from their grade for failing to meet the established standards. Each individual instructor will determine the amount of points that will be deducted.

**These standards will also apply to participation in all off-campus activities to include internships, externships, practicums, field trips, site visitations, apprenticeships, service learning, fundraising and special events. If a department representative believes that a student has violated any of the below mentioned program standards while participating in an off-campus activity, the representative has the right to ask the student to leave the activity. If it is during the working day, the student should return to the campus and report to the Department Chairperson. If it is after the working day or on a weekend or holiday, the student must report to the Department Chairperson on the next working day. The Department Chairperson will review the alleged violation with the student and if necessary, will make a recommendation to the Dean of Culinary, Hospitality and College Advancement on any disciplinary action.**

In instructional activities, students are responsible for meeting all of the instructor's attendance and assignment requirements. Failure to do so may affect their final grade. In all college-related activities, including instruction, they must abide by the college's codes and regulations, refraining from behavior that interferes with the rights and safety of others in the learning environment. Finally, if they decide to file a grievance, they are fully responsible for providing proof that they have been wronged.

Student Learning Outcome #31: Students will practice standards in behavior, grooming and dress that reflect the mature work attitude expected of industry professionals. (KCC)

This will be accomplished by adhering to the following dress code for these classes:

**Culinary and Patisserie Laboratory Classes, except closed military classes**

*(also applicable on lecture days)*

*By the first day of class, students will be dressed in the standard cook's uniform that consists of:*

- ***Chef's Jacket***
  - *White double-breasted with full-length sleeves, French cuffs and breast pocket.*
  - *Your name will be embroidered in non-fade black thread in ½ " readable script over the left breast pocket.*
  - *The CIP logo will either directly embroidered or affixed via Velcro onto the right breast and the KCC logo will be embroidered in non-fade black thread on the right sleeve 4" from the seam.*
  - *There will be no colored piping or logos of outside establishments allowed on the jackets.*

- *Only solid white undergarments are to be worn under the chef's jacket. No wordings, pictures or logos from the undershirt should be visible through your jacket.*
- **Baggy Cook's Pants**
  - *Black & white check (hound's tooth) cook's pants with bottoms neatly hemmed.*
- **Chef's Hats**
  - *Toque de Paris chef's hats only*
  - *No floppy hats, colored hats, hats with neither designs nor baseball caps are allowed.*
- **Bistro Aprons**
  - *White, mid-length (not below mid-calf, nor above the knee)*
- **Neckerchiefs**
  - *White, clean and worn outside of the uniform, knotted.*
- **Shoes**
  - *Black leather with skid resistant soles or chef's clogs. Shoes or clogs must be worn with socks at all times.*
- **Socks**
  - *White or black, clean and odor-free.*

*All uniform items must be clean, stain-free and without wrinkles. An affordable uniform and knife package is available for purchase through the storeroom, as well as the CIP patch and chef's hats. To embroider your name and/or KCC logo, take your jacket to the embroidery shop in Sears. The cost to you will be approximately \$7.00 + tax for each item per jacket. (The KCC logo and CIP patch are included with all jackets purchased through the storeroom; however you must still embroider your name)*

**Dining Room Service and Stewarding Classes** *(For laboratory days only – non-lab days will conform to lecture class dress code)*

*By the first day of laboratory class, students will be dressed in the standard waitperson's uniform that consists of:*

- **Long Sleeve Dress Shirt**
  - *White without pattern, clean and wrinkle-free.*
- **Necktie**
  - *Non-clip-on, conservative pattern*
- **Long Trousers**
  - *Black dress, without holes and properly hemmed.*
- **Shoes**
  - *Black leather with skid resistant soles and worn with black socks.*
- **Nametags**
  - *First and last name imprinted. **Nametags will cost approximately \$6.00 each.***

*When assigned to the stewarding function, you are expected to wear a clean shirt, long pants and non-skid work shoes*

**CULN Lecture Classes** *(All other courses and on field-trips)*

*By the first day of class, students will be dressed in standard office attire that consists of:*

- **Shirts**
  - *Collared shirt, clean and presentable. No tank tops or tube tops.*
- **Pants**
  - *Long dress pants or jeans, no shorts. Clean and without holes.*
- **Shoes**
  - *Clean and worn with socks. No slippers or flip flops.*
- **Dresses, skirt/blouse**
  - *No miniskirts, see-through or overly extravagant*

*This will be accomplished by adhering to the following personal grooming standards for all CULN classes:*

- DEODORANT - use to counteract body odor.
- JEWELRY - limited to one wedding band and one watch in all CULN courses-
- BODY PIERCINGS - single stud per ear is appropriate in dining room service and lecture classes.
  - No earrings of any kind are allowed in culinary/patisserie laboratories
  - No hoop or dangling earrings.
  - No other visible body piercing.
- FACIAL HAIR - Clean-shaven.
  - Beards is not acceptable.
  - Mustaches are to be neatly trimmed, and may not Spring below the upper lip or beyond the framework of the upper lip.
  - No "Fu Manchu" or muttonchops mustaches will be permitted.
  - Sideburns may be no longer than the bottom of the ear lobe.
- HAIR - Short, off the collar, neat, trimmed and clean.
  - Long hair must be restrained in a ponytail. Tucking ponytails in Chefs hat or coat is not allowed.
  - Natural hair color is a requirement. (Natural, neutral colors, shades of black, brown, blonde are considered appropriate.)
  - Bright, iridescent colors and shades outside of the natural and neutral shades are UNACCEPTABLE.
  - No extreme hairstyles.
  - Excessive bangs and sideburns are not permitted. Bangs must be trimmed to the top of the eyebrow.
- FINGERNAILS - Must be cut short and kept clean. No false nails, bejeweled nails or bright nail polish allowed in culinary/patisserie laboratories.
- DARK GLASSES - NOT permitted in any culinary, patisserie, dining room or CULN lecture class at any time.
  - If dark glasses are necessary due to medical reasons, a slip from your doctor explaining the need is required.
- MAKE-UP - Should be conservative.

*This will be accomplished by adhering to the following professional behavior standards for all CULN classes:*

- Absolutely no eating or drinking in any culinary or patisserie laboratories, unless authorized by your instructor in conjunction with the tasting of demonstration dishes or at food or wine tasting seminars.
- **A student caught stealing and/or pilfering food, beverage, supplies and/or money is subject to disciplinary action that the College may impose to include a formal warning, probation, suspension, and dismissal or referral.**
- Smoking is permitted only in designated smoking areas and is not permitted:
  - In all interior space owned, rented, or leased by the university
  - In building courtyards, breezeways, and terraces, on exterior stairways and access ramps, and outdoor dining patios, terraces, and lanais
  - Within 20 feet of building entrances, exits, air intake ducts, vents, and windows of buildings that are not air-conditioned.
  - Within 50 feet of designated pick-up and drop-off points for campus and public bus transportation
  - In any area that has been designated by the person having control of the areas as a non-smoking area marked with a no smoking sign.
- Gum Chewing is NOT allowed in CULN laboratories and
- The use of iPad, radios or headsets are NOT allowed in CULN classes while they are in session (unless authorized by instructor).
- **Personal belongings such as backpacks, briefcases, large bags, etc. should be secured in the student locker areas and not brought into the lab area.**
  - Lockers are available free of charge to all CULN students.
  - Students may place their own personal lock on any unoccupied locker within the culinary department.
  - At the semester's end, students must remove locks and clear lockers to facilitate spraying.
- No changing of clothes is allowed within the corridors or within public view.
  - Changing rooms are in the student lounge area on the first floor of the 'Ohelo Building.



- Students are to use the restrooms on the first floor in the 'Ohelo Building and those designated for students in the 'Ohia Building.
  - Do not use the restrooms designated for the restaurant guests.
- Students must be fully clothed and presentably dressed while in any CULN facility.
- Profanity/swearing is not permitted.
- Cellular phones or pagers should be deactivated during class period.

*This will be accomplished by adhering to all aspects of conduct as provided for in the college's student conduct code:*

**STUDENT CONDUCTS CODE** Conduct expected of students at Kapi`olani Community College is defined in the University of Hawai`i Board Of Regents' Statement on Rights and Responsibilities of the University of Hawai`i Community Student Conduct Code. Kapi`olani Community College has a Code of Student Conduct that defines expected conduct for students and specifies those acts subject to University sanctions.

**Student Conduct Committee:** Students should become familiar with the Code of Student Conduct. As UH/Kapi`olani Community College students, their conduct is subject to the policies and regulations of the University and its duly constituted bodies. Disciplinary authority is exercised through the Student Conduct Committee. The committee follows procedures for hearing allegations of misconduct. Copies of the Student Conduct Code are available at the Office of the Dean of Student Services, 'Ilima 205.

**Academic Dishonesty, Cheating, and Plagiarism:** Academic dishonesty cannot be condoned by the University. Dishonesty includes cheating and plagiarism; it is a violation of the Student Conduct Code and may result in expulsion from the University.

Cheating includes but is not limited to giving unauthorized help during an examination, obtaining unauthorized information about an examination before it is administered, using inappropriate sources of information during an examination, altering the record of any grades, altering answers after an examination has been submitted, falsifying any official UH record, and misrepresenting the facts in order to obtain exemptions from course requirements.

Plagiarism includes but is not limited to submitting any document, to satisfy an academic requirement, that has been copied in whole or part from another individual's work without identifying that individual; neglecting to identify as a quotation a documented idea that has not been assimilated into the student's language and style, or paraphrasing a passage so closely that the reader is misled as to the source; submitting the same written or oral material in more than one course without obtaining authorization from the instructors involved; or dry-labbing, which includes (a) obtaining and using experimental data from other students without the express consent of the instructor, (b) utilizing experimental data and laboratory write-ups from other sections of the course or from previous terms during which the course was conducted, and (c) fabricating data to fit the expected results.

**Disruptive Behavior:** Kapi`olani Community College defines disruptive behavior as speech or action that (1) is disrespectful, offensive, and/or threatening; (2) interferes with the learning activities of other students; (3) impedes the delivery of college services; and/or (4) has a negative impact in any learning environment--including department and staff offices, the library, the Computing Center, the Learning Assistance Centers, labs, clinical sites, service-learning sites, etc. Disruptive behavior includes physically or verbally harassing, threatening, or abusing or acting abusively toward an instructor, staff member, or student in any activity authorized by the College.

Disciplinary actions that the College may impose include a formal warning, probation, suspension, and dismissal. An instructor referring a student for disciplinary action does so under the provisions of the Student Conduct Code. The code stipulates that the Chancellor may impose disciplinary sanctions upon a student only after a Student Conduct Committee hearing has taken place. However, disruptive students may be subject to immediate disciplinary action in an emergency situation. In such cases, the Chancellor may impose the sanction of suspension prior to a hearing. For further information, please refer to the Student Conduct Code available at the Office of the Dean of Student Services, 'Ilima 205.

**Lethal Weapons:** Firearms, spear guns, and bows and arrows are prohibited on campus except with specific prior permission of the Chancellor.

**Smoking:** In accordance with the state's No Smoking Act, Act 108, SLH 1976 and Act 245, SLH 1987, and University Policy, smoking is prohibited in all of the classrooms, laboratories, conference rooms, and other covered structures of the College.

**Illicit Drugs and Alcohol:** This official notice, by the University of Hawai`i Office of the President, is issued pursuant to the requirements of the federal Drug-Free Schools and Communities Act of 1989 and the Drug-Free Workplace Act of 1988.

In conformance with the existing law, University faculty, staff, and students are not permitted to manufacture, distribute, possess, use, dispense, or be under the influence of illegal drugs and/or alcohol as prohibited by state and federal law, at University-sponsored or approved events or on University property or in buildings used by the University for education, research, or recreational programs.

Consistent with its mission, the University will cooperate with law enforcement agencies responsible for enforcing laws related to the use of illegal drugs and alcohol. Students found in violation of these laws shall be subject to the provisions of the Student Conduct Code. Faculty and staff found in violation of these laws are subject to disciplinary action as provided in collective bargaining agreements, University policy, and other applicable state laws and rules.

The University recognizes that substance abuse is a complex problem that is not easily resolved solely by personal effort and may require professional assistance and/or treatment. Students, faculty, and staff members with substance abuse problems are encouraged to take advantage of available diagnostic, referral, counseling, and prevention services. The University will not excuse misconduct by employees and students whose judgment is impaired due to substance abuse. The purchase, possession, or consumption of alcoholic beverages is regulated by state law. Students are expected to know and abide by these laws and University rules and regulations governing the use and consumption of alcoholic beverages on campus. For further information, students are referred to Board of Regents policy, executive policies, and campus guidelines regulating the use and consumption of alcoholic beverages on campus.

Students are not permitted to be under the influence of, possess, manufacture, distribute, or sell illicit drugs, as prohibited by state law, at University-sponsored events, on University property, or in buildings used by the University for its educational or recreational programs. Reasonable suspicion of possession or use of illegal drugs and substances on campus may subject the students involved to investigation.

Sanctions that may be imposed on violators of the alcohol and drug related sections of the Student Conduct Code include disciplinary warning, probation, suspension, expulsion, or rescission of grades or degree.

Copies of the full text of the code and the Hawai`i Penal Code are available in the Office of the Dean of Student Services, `Ilima 205.

College-sponsored activities on campus that involve either the serving or selling of alcoholic beverages must be in compliance with applicable College/University policies and state law.

Copies of policies governing the possession, consumption, serving, and sale of alcoholic beverages on the University of Hawai`i Kapi`olani Community College campus are available in the Office of the Dean of Student Services, `Ilima 205.

## **POLICY ON SEXUAL HARASSMENT**

It is the policy of the College to provide a safe and comfortable learning and working environment for students and employees. Sexual harassment is a form of discrimination that can undermine the foundation of trust and mutual respect that must prevail if the University is to fulfill its educational mission. Sexual harassment will not be tolerated in any part of the University's programs and activities. Sanctions will be imposed on members of the University community who violate this policy. Disciplinary actions against employees will be subject to the collective bargaining agreements. For more information, please contact the Office of the Dean of Student Services or the Personnel Officer.

## **SEXUAL ASSAULT POLICY**

In conjunction with the University of Hawai`i Community Colleges' commitment to ensuring a safe and secure environment of learning for all students and staff, Kapi`olani Community College recognizes the serious issues concerning sexual assault on the members of the campus community.

The College will not tolerate acts of sexual assault and has established a policy that specifies those acts subject to University sanctions. In addition, the College offers information on programs designed to inform students and employees about the prevention of crime and sex offenses.

As required by the Higher Education Amendments of 1992, the College has a Sexual Assault Policy that explains the College's Sexual Assault Prevention Program presented to promote awareness of rape, acquaintance rape, and other sex offenses and the procedures for reporting offenses. A copy of the Sexual Assault Policy can be obtained at the Office of the Dean of Student Services. The procedure for the Sexual

Assault Prevention Program can be obtained from the Office of the Dean of Student Services. For more information, please contact the Office of the Dean of Student Services `Ilima 205 (734.9522).

## **GRIEVANCES**

The process of addressing allegations of misconduct or acts of discrimination is described in the procedures for Handling Impermissible Behavior and the Academic Grievance Procedures and in CCCM No. 2210 UH Community College Procedure and Guidelines Relating to Complaints of Discrimination. Copies are available at the Student Services Office, `Ilima 205

Concerned students may first attempt to resolve the grievance on an informal level with the faculty member. Should the grievance not be resolved at this level, they then ask the appropriate department chair to review the case. If a satisfactory solution is not reached, appeal to the Office of Dean of Instruction may be made. If satisfactory solution is still not reached, students have the right to request a hearing before the Academic Grievance Committee, a body of faculty and students. The decisions of the Academic Grievance Committee are final within the University.

## **THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT**

Pursuant to Section 99.6 of the rules and regulations governing the Family Educational Rights and Privacy Act of 1974 (hereinafter the Act), students in attendance at the University of Hawai'i Kapi'olani Community College are hereby notified of the following: It is the policy of Kapi'olani Community College to subscribe to the requirements of Section 438 of the General Education Provision Act, Title IV, of Public Law 90-247, as amended, and to the rules and regulations governing the Act, which protect the privacy rights of students. The Family Educational Rights and Privacy Act (FERPA) afford students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access.

Students should submit to the registrar, dean, or other appropriate official, written requests that identify the record(s) they wish to inspect. The University official will make arrangements for access and notify them of the time and place for the inspection. If the records are not maintained by the University official to whom the request was submitted, that official shall direct students to the appropriate party.

2. The right to request an amendment to education records that a student believes is inaccurate or misleading.

Students may ask the College to amend a record that they believe is inaccurate or misleading. They should write the official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the University decides not to amend the record as requested, it will notify students of the decision and advise them of their right to a hearing. At that time, additional information regarding the hearing procedures will be provided to the students.

3. The right to consent to disclosures of personally identifiable information contained in education records, except to the extent that FERPA authorizes disclosure without consent.

An exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting other school officials in performing their tasks. School officials have a legitimate educational interest if they need to review a record to fulfill a professional responsibility.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. The name and address of the office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-4605

5. Institutional policy and procedures required under FERPA have been published as Administrative Procedure A7.022 Procedures Relating to Protection of the Education Rights and Privacy of Students. Copies of Administrative Procedure A7.022 may be obtained from the Office of Dean of Students, `Ilima 205, Kapi'olani Community College.

6. Directory Information: Certain personally identifiable information is considered by the University to be directory information and, in response to public inquiry, may be disclosed without prior consent unless students inform the University that they do not want the information disclosed.

- a. Name of student
- b. Local address, ZIP code, and email address maintained in the campus locator printout
- c. Local telephone number maintained in the campus locator printout
- d. Major field of study
- e. Educational level
- f. Facts of participation in officially recognized activities and sports
- g. Weight and height of members of athletic teams
- h. Dates of attendance
- i. Most recent educational institution attended
- j. Degrees and awards received
- k. Email address
- l. Enrollment status (full time and part time)

Students have the right to request that all of the above items not be designated Directory Information. Should they wish to exercise this right, they must, in person and in writing, not earlier than the first day of instruction or later than 14 calendar days from the first day of instruction for the academic term or semester, or the fourth day of a Summer Session, make this request for nondisclosure. Requests should be submitted to KISC in `Ilima 102, and are in effect at all University of Hawai`i campuses until rescinded in writing by the student.

7. A parent or spouse of a student is advised that information contained in educational records, except as may be determined to be Directory Information, will not be disclosed to him/her without the prior written consent of the son, daughter, or spouse.

## UNIVERSITY POLICY ON NONDISCRIMINATION AND AFFIRMATIVE ACTION

The University of Hawai`i is an Equal Opportunity/Affirmative Action Employer. It is the policy of the University of Hawai`i to comply with federal and state laws that prohibit discrimination in University programs and activities, including but not necessarily limited to the following laws that cover students and applicants for admission to the University: Title VI of the Civil Rights Act of 1964 as amended (race, color, national origin); Age Discrimination Act of 1975 (age); Titles VII and VIII of the Public Health Service Act as amended (sex); Title IX of the Education Amendments of 1972 (sex, blindness, severely impaired vision); Section 504 of the Rehabilitation Act of 1973 (disability); and to comply with federal and state laws that mandate affirmative action and/or prohibit discrimination in employment (including, but not limited to hiring, firing, upgrading, salaries, benefits, training, and other terms, conditions, and privileges of employment: Title VII of the Civil Rights Act of 1964 as amended (race, color, national origin, religion, sex, pregnancy); Executive Order 11246 as amended (race, color, national origin, religion, sex); Equal Pay Act of 1963 as amended by Title IX of the Education Amendments of 1972 (sex); Age Discrimination in Employment Act of 1967 (ages 40-70); Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974 (veteran's status); Section 503 and 504 of the Rehabilitation Act of 1973 (disability); Hawai`i Revised Statutes, Chapter 76, 78, 378 (race, sex, sexual orientation, age, religion, color, ancestry, political affiliation, physical or mental handicap, marital status, arrest and court record). The UH Community Colleges strive to promote full realization of equal opportunity through a positive, continuing program including Titles I - IV of the Americans with Disabilities Act (ADA) P. L. 101-336. Accordingly, vocational education opportunities will be offered without regard to race, color, national origin, sex, or disability. American citizens or immigrants with limited English proficiency will not be denied admission to vocational education programs.

In addition, employees and applicants for employment are protected under Title IX and Section 504. As an integral part of its Policy on Nondiscrimination and Affirmative Action, the Office of the President, University of Hawai`i, hereby declares and reaffirms its commitment to the University's pursuit of equal education and employment opportunity and further declares that any harassment of students or employees on the basis of sex is prohibited and will not be tolerated. Complaints of this nature will be handled by the Personnel Officer/EEO Coordinator (734-9575), `Ilima 208.

Individuals designated to coordinate the University of Hawai'i Community College's nondiscrimination and affirmative action programs are:

- Mary Perreira (EEO/AA) 808.956.4650, Office of the Senior Vice President, University of Hawai'i.
- Brenda Ivelisse, Dean of Student Services 808.734.9522, Kapi'olani Community College, 4303 Diamond Head Road, Honolulu, Hawai'i 96816.
- Kelli Brandvold, Human Resources Manager, (Employment matters) 808.734-9575, Kapi'olani Community College, 4303 Diamond Head Road, Honolulu, Hawai'i 96816.

Discrimination Complaints: Students, employees, or applicants for admission or employment who believe that they have been discriminated against on the basis of race, sex, age, religion, color, sexual orientation, national origin, mental handicap, physical handicap, disability, marital status, veteran's status, or arrest and court record may file a complaint with the Personnel Officer, 808.734.9575, 'Ilima 208A.

The process of addressing allegations of discrimination are described in CCM No. 2210 UH Community College Procedure and Guidelines Relating to Complaints of Discrimination and in campus Section 504 Grievance procedure. Copies are available at the Office of the Dean of Student Service, 'Ilima 205.

Students may also file complaints of discrimination with the Office of Civil Rights, 915 Second Avenue, Room 3310, Seattle, WA 98174-1099. Phone: 206.220.7920, FAX: 206. 220.7887.

## NOTICE TO STUDENTS WITH DISABILITIES

**If you are a student with a documented disability and have not voluntarily disclosed the nature of your disability so that we may coordinate the accommodations you need, you are invited to contact the Disability Support Services Office (DSSO) in 'Ilima 107, ph.734-9552 , or email [kapdss@hawaii.edu](mailto:kapdss@hawaii.edu) for assistance. For students whose primary disability is Deaf or hard of hearing, contact the KCC Deaf Center in Manono 102, ph. 734-9210 (V) or 447-1379 (videophone).**

**Please note: you will need to contact Kapi'olani CC's DSSO or Deaf Center to request accommodations in a Kapi'olani CC course even if you've already registered or receiving services at another UH campus's disability support program.**

Kapi'olani Community College prohibits discrimination on the basis of a disability and assures qualified students with disabilities access to all programs of the College.

Copies of Kap'olani Community College's procedures for resolution of discriminatory complaints may be obtained from the Office of the Dean of Student Services. Support services and auxiliary aids are offered through the Special Student Services Office. In accordance with Section 84.4 of the federal rules and regulations governing Section 504 of the Rehabilitation Act of 1973, no qualified individuals with a disability shall, on the basis of their disability, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination under any program or activity that receives or benefits from federal financial assistance.

Students with documented disabilities are provided appropriate classroom accommodations and other academic support services as needed.

*This will be accomplished by being able to meet all of the minimum expectations in regards to both health and physical fitness that will normally be required of professionals within the industry:*

- **Health Requirements**

Students should be in good physical and mental health. If you have a medical condition, you are strongly advised to discuss your concerns with your doctor. All students are required to obtain a tuberculosis test and proof of MMR inoculation prior to acceptance into the college. Students are strongly urged to obtain vaccination against Hepatitis B prior to the practical component of this program.

- **Physical Fitness**

Commercial culinary operations requires that you be in good physical condition, have the ability to move quickly, the ability to bend, the ability to lift at least 30 pounds, and the ability to stand for long periods of time. Good eye-hand coordination and manual dexterity are skills required for the successful completion of this program.

## **Kapi'olani Community College Title IX Disclosure Syllabus Statement**

Kapi'olani Community College (KCC) faculty are committed to supporting our students and upholding gender equity laws as outlined by Title IX. To know more about Title IX please visit KCC's Title IX Website: <http://tinyurl.com/titleixkapcc>.

**Reporting:** If a student chooses to confide in a faculty member or if a faculty member observes an incident regarding an issue of sexual violence, sexual harassment, domestic and intimate partner violence, stalking, gender-based discrimination, and gender-based bullying and hazing, **faculty are required by federal law to report these issues** to KCC's Title IX Coordinator, Dr. Brenda Ivelisse - [\(808\)734-9522](tel:8087349522), [kapvcsa@hawaii.edu](mailto:kapvcsa@hawaii.edu), 'Ilima 205.

**Confidentiality:** If a student does not wish to formally report an incident to a faculty member, but wishes to speak to someone confidentially about any of the behaviors listed above, the student can speak to the confidential space counselors on campus: Dr. Lori Ferreira, Mental Health Counselor – [\(808\) 734-9585](tel:8087349585), [lori808@hawaii.edu](mailto:lori808@hawaii.edu), 'Iliahi 113 or Cathy Wehrman, Student Affairs Counselor - [\(808\) 734-9504](tel:8087349504), [cwehrman@hawaii.edu](mailto:cwehrman@hawaii.edu), 'Iliahi 201.

**Filing a complaint:** If you have experienced or observed discrimination or harassment you may make a formal complaint by contacting the Title IX Coordinator, Dr. Brenda Ivelisse at [\(808\) 734-9522](tel:8087349522). You may also report concerns online at <http://tinyurl.com/KCCconcern> or contact KCC security at 734-9900.

## **WARNING and NOTIFICATION of HAZARDS and RISKS**

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All occupations within the Culinary and Pastry Arts Profession have inherent risks that prospective students should be aware of. The purpose of this **Warning of Hazards and Risks** is to bring students' (parents') attention to the existence of potential dangers, to aid them in making an informed decision concerning participation in the program, and in signing the Assumption of Risk and Release of Liability Waiver form.

Occupational hazards for the field of culinary/pastry arts include, but are not limited to:

- cuts and abrasions due to handling sharp objects
- slips and falls due to wet, slippery or uneven floors
- strained muscles and backs due to lifting of heavy objects
- exposure to foods that one may be allergic to
- exposure to hazardous cleaning chemicals
- accidental injury in an internship or practicum experience or en route to or from an internship or practicum experience
- injury or illness that can affect one's personal health or the health of an unborn child
- scalding and burns that may result in permanent disfigurement, disability or death

An injury or illness can impair one's general physical and/or mental health and may hinder one's future ability to earn a living, engage in business, social, or recreational activities, or generally impair one's ability to enjoy life. There may also be risk of injury, illness, or death resulting from causes not specified in the **Warning and Notification of Hazards and Risks**.

In addition to acknowledging hazards and risks, the applicant must take responsibility regarding matters of safety involving self and others. After receiving instruction, students will be expected to demonstrate safety practices. Students must inform appropriate faculty of any relevant personal medical condition that might be hazardous or risky to self or others. A student may be required to submit permission from his/her personal physician to participate in culinary/pastry arts education activities. **The student is responsible for obtaining his/her own health insurance.** The student must also purchase his/her own liability insurance if one is required by a practicum or internship site.

Upon entering Kapi`olani Community College's Culinary/Pastry Arts program, the student will be required to sign an Assumption of Risk and Release of Liability Waiver.

*Upon reading this document, please sign the "Acknowledgement of Compliance to Program Standards".*

All participants in a credit laboratory, apprenticeship, practicum or hands-on non-credit class must read all appropriate safety and sanitation rules and precautions as provided for by the instructor(s) and complete the acknowledgement below:

### ASSUMPTION OF RISK AND RELEASE WAIVER

For all Culinary/Patisserie Laboratory, Apprenticeship, Practicum or Non-credit Hands-on Classes

**Course and/or Activity:** \_\_\_\_\_

**CRN:** \_\_\_\_\_ **or date of activity:** \_\_\_\_\_

**Year:** \_\_\_\_\_ **Semester: (circle one)**    **Spring**            **Summer**            **Fall**

**I have read and fully understand the written safety and other rules and precautions that are a part of the requirements for my participation in the above course/activity, as well as those explained to me by my instructor(s) and agree to strictly observe them.**

**I do for myself, my heirs, executors and administrators, accept full responsibility for the indemnity, release, and discharge the University of Hawaii, its officers, agents and employees from any and all claims of action for property damage, and/or personal injury which may result from my failure to abide by these safety rules and precautions, or from any inherent risks in said course or activity.**

\_\_\_\_\_ \_\_\_\_\_  
 Print Name Signature

\_\_\_\_\_ \_\_\_\_\_  
 Emergency Contact Name Emergency Contact Phone Number

\_\_\_\_\_   
 Co-signature of Parent or Guardian if under 18 years of age

All participants in all CULN classes must read the document “Program Standard: Behavior, Grooming and Dress Code” and complete the acknowledgement below:

### ACKNOWLEDGE OF COMPLIANCE TO PROGRAM STANDARDS

For all Culinary/Patisserie Laboratory, Apprenticeship and Practicum classes

**I acknowledge that I have read the document titled “Program Standard: Behavior, Grooming and Dress Code” and agreed to abide by all of its conditions. I further understand that failure to comply with these conditions may directly affect my ability to participate in a class, therefore adversely affecting my grade and/or academic standing.**

\_\_\_\_\_ Date \_\_\_\_\_ Signature

### ACKNOWLEDGE OF COMPLIANCE TO CLASS SYLLABUS

For all Culinary/Patisserie Laboratory, Apprenticeship and Practicum classes

**I acknowledge that I have read the document titled “Dining Room Service Syllabus” and agreed to abide by all of its conditions. I further understand that failure to comply with these conditions may directly affect my ability to participate in a class, therefore adversely affecting my grade and/or academic standing.**

\_\_\_\_\_ Date \_\_\_\_\_ Signature



All student help and volunteers to include teacher's aids and office assistants must read & sign the below confidentiality agreement

**Student Employee Confidentiality Policy**

Student employees at the University of Hawai'i may have access to confidential information relating to other students, faculty and staff and/or pertaining to the University in the course of performing their duties & responsibilities as student employees.

Under FERPA, federal law and University policy, educational records are protected from disclosure to third parties unless pursuant to narrow exceptions and that other confidential records must not be disclosed.

As part of their duties and responsibilities, student employees shall maintain the confidentiality of all such records during and after their period(s) of employment at the University of Hawai'i. They shall not, directly or indirectly, disclose to any person other than their supervisor, or an individual approved by their supervisor, any information concerning such records. Any unauthorized disclosure may be grounds for immediate termination, prohibition of future employment and/or disciplinary action up to and including dismissal from the University of Hawai'i.

I certify that I have read, understand and will comply with the above policy.

\_\_\_\_\_  
Name of Student Employee:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Kapi'olani Community College**  
 Culinary Arts Department  
**Equipment Safety Checklist**

<b>Dining Room and Stewarding Procedures</b>	CULN 160	
<b>Instructor</b>		
<b>Student Name</b>		<b>Date</b>

Equipments		1 <sup>st</sup> and 2 <sup>nd</sup> week
	Dishwasher and dishwashing solutions	
	Bread warmer	
	Coffee, decaf and iced tea brewers	
	POS system (Micros)	
	Refrigerator in bus station	
	Refrigerator (reach-in across from grill)	
	Soup bowl warmer	
	Coffee warmer	
	“OpenTable” reservation system at the host podium	
	Sound and music system	
	Dining room light switches and outlets	
	Room partitions in Tamarind	
	Banquet chairs and rollers	
	Banquet tables	
	Gueridons	
	Butane burners	
	Liquid fuel for banquet chafer	
	Dining room tables and chairs	
	Washer and dryer	
Safety equipments	Fire extinguishers (locations and operation)	
	First aid kit	
	Fire safe for all flammable items	
Miscellaneous tools		
	Oval food tray and round cocktail tray	
	Silverware and chinaware	
	Water and beverage pitchers	
	Wine stand and bucket	
	Lock cages in the kitchen and pot s& pans room	
	Utility knife and cutting board to prepare lemon	
	Scissor to cut mint	
	Can opener in the kitchen	
	3 part sinks in the kitchen	
	Water hose for bus station and kitchen cleaning	
	Brush and squeegee for floor cleaning	
	Broom and dust pan for general cleaning	
	Windex for glass cleaning	
	Garbage receptacles	
	Bus pans	
	Glass, china and silverware racks	
	Student lockers	
	Loading carts for linens and supplies	
	Laundry bags	
	Cleaning supply room and tools	
	Condiments and bus station supply cabinets	
	Linens cabinet	

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_