RESTAURANT COMMUNICATION
Course Syllabus

Course Number: CAEL-0165
OCAS Code: None
Course Length: 30 Hours
Career Cluster: Hospitality & Tourism
Career Pathway: Restaurant Food & Beverage Services
Career Major(s): Food Service Management Assistant, Culinary Assistant Entry Level

Pre-requisite(s): Students will be able to define and demonstrate a basic understanding of effective workplace communication, including but not limited to, interpersonal communication, listening, written communication, non-verbal communication, communicating with management and effective training practices. Students will also utilize acquired knowledge in a work place setting.


Course Objectives: A. Students will demonstrate the ability to:

1. Analyze company resources to ascertain policies and procedures
2. Defend ideas objectively
3. Handle telephone calls in a business-like manner
4. Participate in group discussions
5. Make oral presentations
6. Explain the nature of effective written communication
7. Participate in a staff meeting
8. Provide clear directions for completing job tasks
9. Respond to guest inquires

*ODCTE objectives

Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures: 1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy percent (70%) or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
**Description of Classroom, Laboratories, and Equipment:**
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

**Available Certifications/College Credit**
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

**College Credit Eligibility:**
The student must maintain a grade point average of 2.0 or better.