

Fanshawe College

## FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

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Program Review Reports

Culinary Management

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2011

### 2011 Culinary Skills-Chef Training and Culinary Management, One Year Program Review Follow-up Report

Fanshawe College of Applied Arts and Technology

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#### Recommended Citation

Fanshawe College of Applied Arts and Technology, "2011 Culinary Skills-Chef Training and Culinary Management, One Year Program Review Follow-up Report" (2011). *Program Review Reports*. 2. [https://first.fanshawec.ca/cae\\_tourismhospitalityculinary\\_culinarymgmt\\_prr/2](https://first.fanshawec.ca/cae_tourismhospitalityculinary_culinarymgmt_prr/2)

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## One Year Report on the **Culinary Skills – Chef Training and Culinary Management** Program Review

### Implementation/Action Plan

Completion Date:

| Recommendations                                                                                                                                                                                                                                                                                                                                                                                 | Implementation/Action Plan                                                                                                                                                                                                                                                                                                            | One Year Report                                                                                                                                                                                                                                                                                                                                                                                 |
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| <p><b>1. Examine application program fit strategies and tools to increase students awareness of the reality of culinary careers.</b></p>                                                                                                                                                                                                                                                        | <p>Enhancement of the College website as it relates to the culinary programs specifically career and program information<br/>Connect with career services</p>                                                                                                                                                                         | <ul style="list-style-type: none"> <li>- Website improvement is ongoing</li> <li>- Website now directly managed by school</li> <li>- We have continued to build on our connections within the Post-Secondary system – visited 3 high schools to promote the programs</li> <li>- Spoken with teacher from Montessori School re: a visit</li> <li>- hosted numerous high school tours.</li> </ul> |
| <p><b>2. Review the curriculum to ensure the following are addressed:</b></p> <p><b>a. Examine ways to assist students to develop a passion for food preparation</b></p> <p><b>b. Examine ways to expand knife skills development</b></p> <p><b>c. Ensure job search and interview skills are addressed</b></p> <p><b>d. Ensure Essential Employability Skills are addressed throughout</b></p> | <ul style="list-style-type: none"> <li>• Patrick Hersey and Tracy Jones to organize a faculty meeting (3-6 hours) to do an in depth mapping of curriculum in conjunction with Centre for Academic Excellence</li> <li>• By May 2012, sooner if possible to address recommendations 2 a-g</li> <li>• Recurring every spring</li> </ul> | <ul style="list-style-type: none"> <li>- Held preliminary meeting, plan to re-group at a later date.</li> <li>- 2 b. Working on idea to develop knife skills workshops – plan to implement by Sept. 2012</li> <li>- 2 c. curriculum has been reviewed and placed into new HOSP 1004 course.</li> <li>- 2 d. continue to re enforce professionalism in all classes.</li> </ul>                   |

| Recommendations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Implementation/Action Plan | One Year Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <p><b>program – attitude, interacting with others and professionalism. For example wearing whites in theory classrooms as well as being someone that the industry can teach</b></p> <p><b>e. Ensure the development of stress management techniques that could be applied to a high pressure environment</b></p> <p><b>f. Re-examine the need for the “front of the house” course for culinary programs</b></p> <p><b>g. Ensure the ability to quickly respond to special dietary restrictions within the menu</b></p> |                            | <ul style="list-style-type: none"> <li>- Too difficult to insist on wearing kitchen whites at all times due to cost</li> <li>- Implement a new process of rotating students on a regular basis, within the practical kitchen, to create more interaction within the practical labs and kitchens.</li> <li>- 2 e. Ongoing usually one to one assistance is provided.</li> <li>- 2 f. we have implemented a new Dining Service rotation in conjunction with Service Excellence Course ( Fall 2011) – created new Culinary Event Planning course to allow students opportunities to work front of house for a large volume banquet (Summer 2012)</li> <li>- 2 g. we have added two new classes with special dietary components (Fall 2011, Winter 2012).</li> <li>- Is reinforced in Saffron’s service environment.</li> </ul> |

| Recommendations                                                                                                                                                                                                                                                                                   | Implementation/Action Plan                                                                                                                                                                                                                  | One Year Report                                                                                                                                                                                                                  |
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| <p><b>3. Develop strategies to increase involvement of field practitioners in the classroom.</b></p>                                                                                                                                                                                              | <p>Additional item for faculty meeting agenda:<br/><i>Discuss options for more links to industry such as applied research and sponsorships</i></p> <p>Revisit practicum competency cards which can be handed out to potential employers</p> | <ul style="list-style-type: none"> <li>- On-going,</li> <li>- Improved employer evaluation forms</li> <li>- Reviewed and enhanced learning outcomes for placements to better work with employers within the industry.</li> </ul> |
| <p><b>4. Review strategies that assist with the development a more homogeneous group by the end of first year</b></p>                                                                                                                                                                             | <p>Difficult to implement at this time</p>                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>- Incorporated team building component in new course – FDMG 3036</li> </ul>                                                                                                               |
| <p><b>5. Review vocational outcomes time distribution and how it reflects the needs of the industry such as:</b><br/>Review management (marketing and business administrative) outcomes – and their focus in program. Not a great deal of emphasis is necessary for a beginning practitioner.</p> | <p>Complete program mapping exercise and assessment.<br/>Make changes as appropriate.</p>                                                                                                                                                   | <ul style="list-style-type: none"> <li>- Ongoing, new curriculum mapping project underway for pathways. Apprentice to Culinary Management and college to college.</li> </ul>                                                     |
| <p><b>6. Examine the potential for increasing hands on kitchen experiences within the curriculum and decreasing classroom theoretical time in program.</b></p>                                                                                                                                    | <p>Complete program mapping exercise and assessment.<br/>Make changes as appropriate.</p>                                                                                                                                                   | <ul style="list-style-type: none"> <li>- No complete as yet, once mapping project is complete, we will be able to address</li> </ul>                                                                                             |

| Recommendations                                                                                                                                                                      | Implementation/Action Plan                                                                                                                                                                                                                                                                                                                                                                                                           | One Year Report                                                                                                                                                                                                                                                                                                               |
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| <b>7. Examine methods of evaluation to ensure the standards reflect the same standards expected in the field – (not addressing the lowest common denominator)</b>                    | <ul style="list-style-type: none"> <li>• Look at strategies to share expected skills with the field (Competency cards?)</li> <li>• Share evaluation methods amongst faculty</li> </ul>                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>- complete</li> <li>- established standardized rubrics for all practical assessments.</li> </ul>                                                                                                                                                                                       |
| <b>8. Review the process and timing for experiential placement – for example: more than one kitchen in a year or an experience in first year and whether or not student is paid.</b> | <ul style="list-style-type: none"> <li>• Develop a task force to review advantages and disadvantages of different experiential placement models or approaches to develop new models</li> <li>• October 2011 Debbie (Placement Consultant) to assess the past year’s experiential placement</li> </ul> <p><b>Note:</b> Have initiated a late summer placement option to meet the needs of local employers and late entry students</p> | <ul style="list-style-type: none"> <li>- Not complete. New Experiential Learning Policy approved in fall of 2011 which will provide a framework for this discussion.</li> <li>- Waiting for results of #9 below.</li> <li>- Complete: created new registration plan to allow for flexible execution of placements.</li> </ul> |
| <b>9. Examine the evaluation process for the experiential placement that may evaluate more skills/knowledge in the field or involve more cross curriculum projects.</b>              | <p>Review of external and employer expectations.<br/>Make appropriate changes.</p>                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>- Ongoing, new employer expectations and assessment model created and in place for 2012 placements.</li> <li>- D. Hass to provide review of outcome by November 2012.</li> </ul>                                                                                                       |
| <b>10. Examine entrance requirements for the program and their effect on student success and field preparation</b>                                                                   | <ul style="list-style-type: none"> <li>• Currently conducting an academic review of students applying to second year</li> <li>• Coordinators to assess outcome of 2011/12 1st year gridding process beginning October 2011</li> <li>• CHF1 Coordinator (Patrick) to initiate dialogue with the registrar’s office/career services/SEM group to discuss</li> </ul>                                                                    | <ul style="list-style-type: none"> <li>- Complete; elevated entrance requirement established for entrance to second year.</li> <li>- Incorporated addition of Grade 11 Math as an entrance requirement</li> </ul>                                                                                                             |

| Recommendations                                                                                                                                                                                                                                                                                                                       | Implementation/Action Plan                                                                                                                                                                                                                                                                                                                                                            | One Year Report                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                                                                                                                                                                                                                                                                       | <p>possible options related to entrance requirements and program fit</p> <ul style="list-style-type: none"> <li>• Review with faculty at team meetings</li> </ul>                                                                                                                                                                                                                     | <p>Ongoing: involved with college initiative around program fit</p> <p>Working with Counselling and Student life to create physical demands information</p>                                                                                                                                                                                                                                     |
| <p><b>11. Develop a marketing plan focusing on students west of London</b></p>                                                                                                                                                                                                                                                        | <p>Dean is currently investigating strategic plan for the school</p>                                                                                                                                                                                                                                                                                                                  | <p>Proposal created to re-invent the school of Tourism &amp; Hospitality<br/>Current project underway exploring new curriculum opportunities</p>                                                                                                                                                                                                                                                |
| <p><b>12. Put alumni profiles and testimonials on program website and Facebook</b></p>                                                                                                                                                                                                                                                | <p>Emergence of new Fanshawe College website will allow for development of alumni profiles and testimonials</p> <p><b>Priority:</b> Concentrate on enhancement of Fanshawe College website as it relates to the culinary programs)</p>                                                                                                                                                | <p>Ongoing, new website software introduced in spring of 2012, providing direct access to the schools.<br/>Work will occur in Summer of 2012</p>                                                                                                                                                                                                                                                |
| <p><b>13. Review the allocation of funds and faculty time for initiatives that support program relevance; such as:</b></p> <p><b>a) Getting more guest speakers into college classes</b></p> <p><b>b) Sending faculty to cooking shows and conferences</b></p> <p><b>c) Put more local and current food items into curriculum</b></p> | <p>Agenda items for faculty team meetings:</p> <p>a. Professional development planning which would include:</p> <ul style="list-style-type: none"> <li>• Budget requirements</li> <li>• How it benefits the team</li> <li>• How it will keep program relevant</li> </ul> <p>b. Identify community projects which involve faculty that keep them up-to-date with the food industry</p> | <p>Planning for PD started in Oct 2011</p> <p>Increased staff involvement in Conferences such as Terroir, Slow Food, Chef's Congress, Culinary Olympics etc...</p> <p>Students and staff<br/>Involvement with Savour Stratford<br/>Bethany's Hope<br/>Arts and Cookery Bank<br/>South Western Ontario Tourism Commission.</p> <p>Continued emphasis on local/sustainable cooking in all our</p> |

| Recommendations                                                                                                                                                        | Implementation/Action Plan                                                                                                                                                                                                                                                                                                                                                                                                                                        | One Year Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <p><b>14. Continue with large events/projects and perhaps look at doing more community action work such as a Christmas or Thanksgiving dinner for the homeless</b></p> | <ul style="list-style-type: none"> <li>• CLM Coordinator (Roland) to explore ways to have a more planned approach to current community involvement, including documenting existing projects and the student and faculty involvement, as well as prioritizing these projects to determine feasibility</li> <li>• Explore possibility of a diploma recognizing service excellence for students who are involved with extraordinary volunteer commitments</li> </ul> | <p>foodservice environments</p> <ul style="list-style-type: none"> <li>- ongoing<br/>Students and staff involved with numerous social fund raising events: <ul style="list-style-type: none"> <li>- Bethany's Hope Foundation Dinner</li> <li>- The Meal (diabetic association)</li> <li>- Arts and Cookery Bank</li> </ul> </li> <li>- development of a new event planning course FDMG 3036 partial proceeds allocated towards community.</li> <li>- New SEM initiative underway to provide recognition upon graduation for volunteerism during a student's academic career.</li> </ul> |
| <p><b>15. Explore strategies to develop stronger links with industry partners</b></p>                                                                                  | <p>Additional item for faculty meeting agenda:</p> <p style="text-align: center;"><i>Discuss options for more links to industry such as applied research and sponsorships</i></p> <p>Revisit practicum competency cards which can be handed out to potential employers</p>                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>- Ongoing, working with Chair and Development Office towards increasing Industry Partner sponsorship</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>16. Develop a business plan for building a new kitchen and renovations to existing kitchens</b></p>                                                              | <p>Part of Chair/Dean's strategic plan for the school</p>                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>- Ongoing</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>17. Develop a marketing plan that develops a clear brand for the program and potentially school</b></p>                                                          | <p>Dean is currently investigating strategic plan for the school</p>                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>- Ongoing discussion</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Recommendations                                                                                                                                                                                                                                                                                                                                                                           | Implementation/Action Plan                                                                                                                                                                                                                                                                                                                                                                           | One Year Report                                                                                                                                                                                                                                                                                   |
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| <b>18. Develop a succession plan for retiring faculty</b>                                                                                                                                                                                                                                                                                                                                 | Chair to clearly communicate criteria/education requirement for full-time positions                                                                                                                                                                                                                                                                                                                  | - Ongoing ; need to work within the parameters of the collective agreement                                                                                                                                                                                                                        |
| <b>19. Develop a business plan for the development of a food service business for all food service needs at Fanshawe College</b>                                                                                                                                                                                                                                                          | No action plan at this time as the recommendation is not supported by faculty or administration                                                                                                                                                                                                                                                                                                      | - Not a priority at this time.                                                                                                                                                                                                                                                                    |
| <b>20. Study the causes of a low grad rate such as:</b> <ul style="list-style-type: none"> <li>• <b>The effect of General Education</b></li> <li>• <b>Progression Policy (If there is a correlation develop strategies to decrease effect – such as how and when students hear about general education and sign up for courses or how to increase options/band selections)</b></li> </ul> | <ul style="list-style-type: none"> <li>• Continue to monitor course selection to ensure General Education (GE) band is appropriate</li> <li>• Do not allow students to miss first week of GE class during Tourism and Hospitality orientation week</li> <li>• Continue to have coordinator support student success in GE</li> <li>• Discuss content of COMM-3041 with SLLS GE Coordinator</li> </ul> | <ul style="list-style-type: none"> <li>- Ongoing review of Gen Ed band choices to ensure good fit.</li> <li>- Complete, students required to attend Gen Ed.</li> <li>- Continued discussion with students/working with SSA to help ensure success in Gen Ed courses</li> <li>- Ongoing</li> </ul> |
| <b>21. Develop a strategy/action plan for demonstrating the difference in salary and types of jobs that a graduate can expect between the chef training and culinary management programs – such as a presentation at orientation in first year of Chef Training</b>                                                                                                                       | Connect with Career Services to define Graduate salaries.                                                                                                                                                                                                                                                                                                                                            | - Complete incorporated into HOSP 1004 Culinary Professions (winter 2012)                                                                                                                                                                                                                         |
| <b>22. Establish new entrance requirements for the culinary management program that specify that a student must complete the chef training program to be accepted</b>                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Currently conducting an academic review of students applying to second year</li> <li>• Coordinators to assess outcome of 2011/12 1st year gridding process beginning October 2011</li> <li>• CHF1 Coordinator (Patrick) to initiate dialogue with the</li> </ul>                                                                                            | - Complete                                                                                                                                                                                                                                                                                        |



| Recommendations                                                                                                      | Implementation/Action Plan                                                                                                                                                                                                                                                                                                  | One Year Report                                                                                         |
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| <p><b>into the culinary management program. This could also include a standard related to GPA for acceptance</b></p> | <p>registrar’s office/career services/SEM group to discuss possible options related to entrance requirements and program fit</p> <ul style="list-style-type: none"> <li>• Review with faculty at team meetings</li> </ul>                                                                                                   |                                                                                                         |
| <p><b>23. Review gaps that are identified in apprenticeship mapping and identify strategies to overcome</b></p>      | <ul style="list-style-type: none"> <li>• Solution has already been initiated with the plan to separate Apprenticeship Students from the Full-time Post-Secondary Students in the classroom</li> <li>• Apprenticeship Coordinator (Tracy Jones) will be asked to identify gaps in the apprenticeship outcome maps</li> </ul> | <p>- Ongoing – P. Hersey conducting provincial mapping exercise of Apprenticeship to Culinary Mgmt.</p> |

**Notes:**