UNIVERSITY COLLEGE of the FRASER VALLEY

PAC FORM #2

COURSE IMPLEMENTATION DATE: { January 1, 2003 }
COURSE REVISED IMPLEMENTATION DATE: { }
COURSE TO BE REVIEWED: { September-2006 }
(FOUR (4) YEARS AFTER IMPLEMENTATION DATE) MONTH / YEAR

OFFICIAL COURSE OUTLINE INFORMATION

Students are advised to keep course outlines in personal files for future use.

Shaded headings are subject to change at the discretion of the department and material will vary - see course syllabus available from instructor.

FACULTY/DEPARTMENT: CCP

TASK15 - Super Host!	TASK 07	
COURSE NAME/NUMBER	FORMER COURSE NUMBER	UCFV CREDITS

Food Safe Level 1
COURSE DESCRIPTIVE TITLE

CALENDAR DESCRIPTION:
This course offers all aspects of customer service required in the service industry and world of work in general. Super Host Certificates are supplied by the local Chamber of Commerce offices.

PREREQUISITES: Admission to the TASK Program

COREQUISITES:

SYNONYMOUS COURSE(S)

(a) Replaces: N/A (Course #)

(b) Cannot take: N/A (Course #) for further credit

SERVICE COURSE TO:

N/A (Department / Program)

N/A (Department / Program)

TOTAL HOURS PER TERM: 7

STRUCTURE OF HOURS:

Lectures:	5 hrs.
Seminar:	2 hrs.
Laboratory:	hrs.
Field Experience:	hrs.
Student Directed Learning:	hrs.
Other (Specify):	hrs.

Combination of Lecture and Lab Hours: 5 **YES/NO**

TRAINING DAY-BASED INSTRUCTION

LENGTH OF COURSE: N/A

HOURS PER DAY: N/A

MAXIMUM ENROLMENT: 16

EXPECTED FREQUENCY OF COURSE OFFERING: Once per year

WILL TRANSFER CREDIT BE REQUESTED?: (Lower-level courses only)	**YES**	**NO** X
WILL TRANSFER CREDIT BE REQUESTED?: (Upper-level requested by department)	**YES**	**NO** X
TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:	**YES**	**NO** X

AUTHORIZATION SIGNATURES:

Course designer(s): Bonnie Hamilton

Chairperson: (type name in this field) **(Curriculum Committee)**

Course reviewed by: (type name in this field)

Department Head: Trudie Archie

Dean: Karen Evans

PAC Approval in Principle Date: (type date in this field)

PAC Final Approval Date: 2002 10 30

TASK15 - Super Host!

COURSE NAME / NUMBER

LEARNING OBJECTIVES / GOALS / OUTCOMES / LEARNING OUTCOMES:

TASK15 - SUPER HOST
Upon successful completion of the program the student will be able to:

Objectives:
•describe a positive, friendly attitude
•explain hospitatlity
•demonstrate courteous behaviour
•identify customer requests
•explain customer complaints
•plan to problem solve
•respond effectively to an irate customer
•set boundaries

METHODS:

•Lecture
•Print Materials
•Discussions
•Role Play
•Quiz

PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):

Credit can be awarded for this course through PLAR **YES X** **NO**

METHODS OF OBTAINING PLAR:

Copy of recent (within two years) Super Host Certificate presented to instructor.

TEXTBOOKS, REFERENCES, MATERIALS:

[Textbook selection varies by instructor. An example of texts for this course might be:]

Materials supplied by instructor

SUPPLIES / MATERIALS:

None

STUDENT EVALUATION:

[An example of student evaluation for this course might be:]
Attendence - 25%
Participation - 25%
Quiz - 50%

TASK15 - Super Host!
COURSE NAME / NUMBER

COURSE CONTENT:

[Course content varies by instructor. An example of course content might be:]

Students will participate in all aspects of Super Host and will satisfactorily complete the Super Host quiz for certification.