

HOSPITALITY ADMINISTRATION STUDENT HANDBOOK



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MISSION:

The Hospitality Administration Program Adheres to the standards set by the ACFEFAC. The major objective of the Program is the development of the student's competence to practice efficiently in an entry-level position as a cook, pastry cook, or hotel and foodservice management trainee. Students must fully comprehend and assimilate the techniques and preparations in order to be truly proficient at their craft. These skills must then be carefully practiced and reined over the course of a lifetime. Students in the Ivy Tech Hospitality Program begin a lifelong process of education through learning the fundamentals, establishing a solid foundation upon which students may build competencies and confidence through work experience and further education. The objective is reached with the aid of quality resources available to the Program, especially the kitchen/laboratory facilities, computer laboratory facilities, and faculty expertise.

WHO TO CONTACT FOR INFORMATION:

Position	Person	Phone #	Email
Department Chair	Heather Pier	765-289-2291 ext. 1262	hpier@ivytech.edu
B&P / CULN Faculty	Alex Rednour	765-289-2291 ext. 1263	arednour@ivytech.edu
B&P / CULN Faculty	Shelly Smythe	765-289-2291 ext. 1261	msmythe1@ivytech.edu
Director of Food and Beverage Services	Ryan Bell	765-289-2291 ext. 1260	rbell19@ivytech.edu
Dean of SPSS	William Glasser	765-289-2291 ext. 1630	rhenderson9@ivytech.edu
Advising	See Department Chair	Or Full-time Faculty	
Financial Aid		765-289-2291 ext. 1254	
Disability Services	Jaclyn Fisher	765-289-2291 ext. 1388	jfisher186@ivytech.edu

Distance Education	Gretchen Dehart	765-289-2291 ext. 1798	gdehart1@ivytech.edu
Bookstore		765-289-2291 ext. 1616	
Security @ GFBB		765-289-2291 ext. 1210	
Career Services		765-289-2291 ext. 1783	
Student Support Center		765-289-2291 ext. 1787	
General Help		765-289-2291 ext. 1700	

LOCATION OF PROGRAM and CLASSES:

- All Hospitality Administration Program classes are held at the George and Frances Ball building in downtown Muncie. The address is: 125 S. High St. Muncie, IN 47305.
- Lecture classes are held on the first floor in the classroom
- Lab classes will be held on the first floor in the culinary or baking lab.

ATTENDANCE:

The mission of the community college includes building skills and shaping behaviors that lead to stable employment. Good employees are dependable, prepared and punctual. According to Ivy Tech policy, “Attendance and engagement in courses is an essential part of the student learning process and student success.”

LAB CLASSES- Students are only allowed to have two absences. If a 3rd absence occurs the student will fail the class.

LECTURE CLASSES- Students are only allowed to have 2 absences. If a 3rd absence occurs the student will fail the class.

IMPORTANT ADVICE!!! Do not miss class unless it is absolutely necessary. SAVE your allowed absences for when you really need them (emergency reasons or illness) you never know what lies ahead during the semester.

THERE ARE NO EXCUSED OR UNEXCUSED ABSENCES.

Our policy states that any student who misses 25 percent or more of the class meetings will receive an “F or “FW”. Arriving late and leaving early will also have a negative impact on your grade.

25 percent of class meetings may equal:

- 3 meetings/8 late arrivals and/or early departures in a 16 week course
- 2 meetings/4 late arrivals and/or early departures in an 8 week course

Recognizing you may have life events that prevent you from coming or might result in a late arrival, there is a practice to accommodate these occurrences dependent upon the department. Please discuss this with your instructor, who will provide guidance concerning this option.

If you believe there was an event/emergency/occurrence that prevented you from meeting this policy, you can appeal policy to the Dean, William Glasser. You are required to submit documentation of this event at the time of your appeal. You must submit the request within seven days of the absence.

Students are expected to attend and participate regularly in class meetings, online learning activities and other activities assigned as a part of a course of instruction. Faculty are required to report student participation in compliance with institutional policies and federal financial aid guidelines. Faculty and staff shall be sensitive to students’ religious beliefs and observances, including an expectation that instructors make reasonable arrangements when a student must miss an exam or other academic exercise due to their religious observance. When notified in advance, and when possible, faculty will make allowances for students to make up missed work.

MAKE UP POLICY:

NO LATE WORK WILL BE ACCEPTED FOR CREDIT.

Per the syllabus and instructor direction, all assignments are:

- Submitted prior to the deadline
- In the right spot (per assignment instructions)
- In the format requested by the instructor

If you miss submitting an assignment by the deadline, you may submit the assignment for feedback, but you will not earn a grade. **SPEAK WITH YOUR INSTRUCTOR CONCERNING WORKING AHEAD.** If you know ahead of time a date in which you can't be in class for a medical appointment, court date, etc., you can usually submit work early, just not late. Speak with your instructor well in advance. If you believe there was an event/emergency/occurrence (circumstances beyond your control) that prevented you from meeting this policy, you may appeal policy to the Dean, Ron Henderson. You are required to submit documentation of this event at the time of your appeal. You must submit the request within seven days of the missed assignment.

HOSPITALITY GRADING SCALE:

A 92-100%

B 84-91%

C 75-83%

D 72-74%

F <71%

EQUIPMENT SAFETY: Each piece of equipment requires its own safety rules. Your instructor will advise you in the correct and safest way to operate this equipment. Students may operate equipment only when specifically authorized to do so by their instructor. Students will demonstrate to the instructor their proficiency at operating equipment before authorizations for its use will be given.

All beginning students will be required to demonstrate safety with the lab equipment and the instructor will sign off on a check sheet. The "Equipment Safety Check Sheet" is a requirement for our ACF accreditation.

GRADUATION: Upon completion of all curriculum requirements students will be eligible to graduate. During your final semester you will need to "apply to graduate". You do this in the Student Dashboard of IvyLearn. If you have questions or want to confirm that you have met all requirements- see your advisor

or by running a completion audit. Ivy Tech holds only commencement in the spring. If you graduate at the end of fall you will attend the commencement in May. If you will graduate at the end of summer session you may still attend commencement in previous May, you just won't receive your diploma until completion of the summer session.

The college will host a "Gradfest" during the spring semester in which you can learn about graduation, order cap & gown, announcements, etc. Attending the commencement ceremony is optional. Watch your email and campus connect announcements for information.

WITHDRAWING: If you find that you are in danger of failing a class due to academic reasons or some other reason - you do have the option of "withdrawing". This allows you to drop the class from your schedule. HOWEVER, you will not get a refund for the class unless you do so before the 100% refund date (which is usually within the first few days of the semester) ALSO- there are usually consequences.

To withdraw from class:

- 1. You must speak with your instructor first so they can help you determine if a withdrawal is actually the best course of action.*
- 2. If you decide to withdraw from class please remember it may impact your financial aid! Please contact the Financial Aid office before you withdraw.*

TUTORING SERVICES

Ivy Tech offers help to students who need it 24/7. To access this you go to the home page of My Ivy and in the center is a section on "Tutoring". It is available for most subjects at all times. There is also tutoring available in a face-to-face format for English and Math students at the main campus on Cowan Road in the south instructional building. There will be postings of the dates and times available.

DISABILITY SERVICES

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, services, and employment in accordance with section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the Americans with Disabilities Amendment Act. College programs and facilities are designed to be accessible to students with disabilities. Each campus has designated parking and special restroom facilities for persons with disabilities. The College staff works with the Department of Vocational Rehabilitation and other service agencies to assist students with disabilities through available local community resources. It is the student's responsibility to contact the campus Disability Services representative to request accommodations; and documentation of disability must be received one month prior to enrollment for the next academic term. Additional time may be required for some requests. Every effort will be made to provide reasonable accommodations in a timely manner.

TITLE IX STATEMENT:

Ivy Tech Community College is committed to providing all members of the College community with a learning and work environment free from sexual harassment and assault. Ivy Tech students have options for getting help if they have experienced sexual assault, relationship violence, sexual harassment or stalking. This information can be found at <https://www.ivytech.edu/prevent-sexual-violence/index.html>.

If students write or speak about having survived sexual violence, including rape, sexual assault, dating violence, domestic violence, or stalking, federal law and Ivy Tech policies require that instructors share this information with the Campus Title IX Coordinator. The Campus Title IX Coordinator will contact students to let them know about accommodations and support services at the College and in the community as well as options for holding accountable the person who harmed them. When contacted, students are not required to speak with the Campus Title IX Coordinator.

If students do not want the Title IX Coordinator notified, instead of disclosing this information to their instructor, students can speak confidentially with certain individuals at the College or in the community. A list of these individuals can be found at <https://www.ivytech.edu/prevent-sexual-violence/index.html> under Confidential Employees and/or Community Resources.

ESSENTIAL FUNCTIONS

Essential Functions for Culinary Arts and Baking & Pastry Arts students

Physical:

Ability to stand for long periods of time

Ability to carry/lift 30-40 pounds without assistance

Ability to work in close proximity to other individuals in crowded conditions and in extreme heat or cold.

Ability to properly operate equipment.

Maintain personal hygiene consistent with close contact of others, and for sanitation of food and prep areas.

Ability to work without the aid of oxygen due to gas, flame and heat exposure.

Fine Motor skills:

Must be able to safely and properly manipulate knives, peelers, and other utensils.

Must be able to safely and properly grasp pots, pans and other kitchen equipment.

Hearing:

Ability to hear and respond to verbal commands.

Ability to hear and respond to commands of “hot”, “behind you”, and “knife”.

Respond to equipment alerts including alarms, temperature indicators, etc.

Speaking:

Ability to speak, read, write and understand the primary language used in the program.

Ability to communicate with students, supervisors, and guests by using oral, written and nonverbal skills required in the food service operations.

Visual:

Ability to safely utilize knives and kitchen equipment, assess food color and texture.

Ability to observe and assess product changes during preparation and cooking of foods.

Emotional:

Ability to control emotions and actions under stressful conditions.

Maintain composure and concentration while multi-tasking.

EXAMPLES

Physical:

Most Culinary/Pastry Arts lab classes are 5 hours in duration-standing the entire time in most cases. In some instances up to 10 hours at a time are required.

Students may have to carry or lift a 40 pound bag of flour or produce.

Students in lab classes work with a partner or group in close quarters cooking/prepping,

Under extreme heat from stoves/ovens or in extreme cold (working in a cooler/freezer).

Much of the kitchen equipment can be hazardous if not used properly, i.e. knives, mixer blades, beaters, stoves, slicers, and heavy items.

Students must have the knowledge and courtesy to have good hygiene as to not offend others in close proximity. Cleanliness is essential to avoid cross contamination.

Lab kitchens are equipped with gas lines, appliances and open flame- therefore a person in need of oxygen would not be allowed due to the danger involved.

Fine Motor Skills:

The use of knives, peelers and other sharp utensils must be controlled with skill and control to avoid danger. The student must be able to have strength in hands, steady control of muscle movements and be able to control emotions when using these items.

This also applies to gripping handles on pans, turning knobs, measuring, stirring, and operating other equipment. Can hurt themselves or others.

Hearing:

The danger is present to be burned or cut without good hearing skills.

Speaking: no example needed.

Visual: no example needed.

Emotional:

Students that lose control of emotions present a danger to others and themselves.

COUNSELING SERVICES

Ivy Tech Community College Campus in Muncie is providing counseling services to currently enrolled Ivy Tech students through IvyInspire Health and Wellness. IvyInspire staff is able to assist with many issues, including healthy relationships, stress reduction, anxiety, suicide prevention, and student development. All Ivy Tech students receive **FIVE FREE** counseling sessions on Ivy Tech's Muncie campus. Students can continue counseling beyond the five sessions at the discretion of IvyInspire Director, Tammy Johnson. To schedule an appointment, students should send an email to Tamala (Tammy) Johnson, MSW, LCSW-Director of Mental Health Counseling services at tjohnson86@ivytech.edu.

CAREER SERVICES

The career services office is located at the GFBB campus on the 2nd floor. The staff in career services can provide the student with helpful information to become gainfully employed. The services include;

1. Advise students in career information
2. Provide occupational information including employment trends and local and state outlook data.
3. Assist the registered candidate in preparing a packet of credentials for use in finding a job. Packet includes;
 - a. A resume of candidate's education and employment experience
 - b. Personal letters of recommendations on verifying student employability.
4. Create and maintain folders containing original copies of the candidate's credentials for all registered candidates.
5. Prepare copies of credentials used by candidate for referral to prospective employers.

PROGRAMS OF STUDY

Culinary Arts-

Associate of Applied Science- 60 credit hours

Technical Certificate- 33

Career Certificate- 16.

Baking & Pastry Arts-

Associate of Applied Science-60 credit hours

Technical Certificate- 32

Career Certificate- 16

Hospitality Administration-

Associate of Applied Science- 60 credit hours

Career Certificate- 17.

Beverage Management-Certificate- 16

Dietary Management- Certificate- 18

GENERAL EDUCATION REQUIREMENTS

For those students seeking Associate of Applied Science degrees, they must take the following general education courses in addition to the program specific courses;

ENGL 111 English Composition, COMM 101 Public Speaking, MATH 123 Concepts in Mathematics, IVYT 111 Student Success, Life/Physical Science Elective (see choices below), one elective in either Humanities or Social Science (see choices below).

Science choices:

- Intro Biology BIOL 101
- Human Biology BIOL 100
- Astronomy ASTR 101
- Intro Chemistry 1 CHEM 101
- Earth Science SCIN 100
- Physical Science SCIN 111
- Physics 1 PHYS 101
- Anatomy and Physiology 1

Humanities choices:

- Art Appreciation ARTH 110
- Creative Writing ENGL 202
- Several Literature choices
- American History 1 (HIST 101) or American History 11 (HIST 102)
- Intro to Philosophy PHIL 101
- Intro to Ethics PHIL 102
- Philosophy of Religion PHIL 220
- American Sign Language AMSL
- Spanish 1 or 11 (SPAN 101 or 102)
- French 1 or 11 (FREN 101 or 102)

Social/Behavioral Science choices:

- World Geography GEOG 207
- Intro to American Government and Politics POLS 101
- Intro to Psychology PSYC 101
- Intro to Sociology SOCI 111
- Other sociology choices

ACCREDITATION- The Culinary Arts and the Baking & Pastry Arts programs are accredited by the American Culinary Federation. This is extremely important to those of you that will be earning the title of “Chef” or “Pastry Chef”. This means that our curriculum, facility, faculty, teaching materials, and the college meet certain requirements for accreditation. It means that our program offers to students the finest, quality education and training to meet professional ACF standards. The Hospitality industry has the highest respect for a graduate or job applicant that has

received their education at a college accredited by the American Culinary Federation. This also means that at the time of graduation the student is considered “certified” in their field of expertise. Without this accreditation, graduates would have to undergo extensive testing at a heavy cost to attain this certification. Upon completion of the Associate of Applied Science degree in Culinary Arts, graduates earn the title of “Certified Culinarian”. Upon completion of the Associate of Applied Science degree in Baking & Pastry Arts, students earn the title of “Pastry Chef”. Students must also join the American Culinary Federation which has a required annual fee. Your advisors will assist you with this at the time of graduation.

LEVELS OF CHEF CERTIFICATION: There are different levels of chef certification that a Culinary Arts or Baking & Pastry Arts graduate can earn. Most graduates from our program will start at the beginning level of “Certified Culinarian” or “Pastry Chef”. Students can view the American Culinary Federation website to learn more. The link to the certification levels is as follows; <http://www.acfchefs.org/ACF/Certify/Levels/ACF/Certify/Levels/> In general the more work experience that one has accomplished, and continued education in the field will earn the higher levels of certification. Of course with each level of expertise the job is better and the pay is usually higher.

Photo/Video/Marketing Release: By signing this document you are releasing the college from any liability or want of payment for using your likeness in marketing or any other fashion.

HOSPITALITY PROGRAM POLICIES

Expected behavior- Students are expected to act professional at all time. You have chosen a career in which your appearance and your behavior is critical to success.

1. You MUST follow rules of sanitation and safety at all time.
2. You MUST follow required UNIFORM POLICY when in the labs.
(see below)
3. Be attentive and respectful of your instructors at all times.
4. Be courteous and respectful of your fellow classmates as well.

5. CELL PHONE USAGE- will be discussed with each instructor. In most classes you may have your cell phone on you, but do not use except for emergencies. You are not to make calls or text messages while in class. You are NOT to view social media while in class.
6. Personal Hygiene is extremely important while in class (lab or lecture). You will work in close proximity of other students. Body odor is offensive and disruptive.
7. Book bags, backpacks, etc. are not permitted in the lab kitchen area. The instructor will inform you of proper storage.
8. THEFT- Make sure to secure all of your personal possessions. There are lockers available for use during each class session. Do not bring valuables to class. The instructors are not responsible for your property, lost or stolen items.
9. Food and beverages- No food or drinks may be brought into the lab. A space will be provided for drink containers WITH lids only & food may be kept in the lockers.
10. UNIFORMS and knife kit/pastry kit should be purchased at the campus bookstore to ensure consistency. This is a requirement for the program! There is one kit for all Culinary and Pastry students. Students that are Hospitality Administration majors are required to purchase the smaller kit (even though they will not be studying to be a chef, they are still required to take 1-2 lab classes).
11. You are responsible to follow Ivy Tech policy on behavior, alcohol, drugs, attendance, etc.

HOSPITALITY STUDENT

UNIFORM POLICY

The following is the REQUIRED uniform to be worn by all students during lab classes AND Café participation. (Casual business attire should be worn for other classes) **Students without proper uniform will not be allowed in the lab.**

Whenever working in the kitchen, the uniform must be worn. No exceptions.

Uniforms must be clean and neat at the start of each class or function.

1. White cloth **chef's hat or skull cap** – available at campus bookstore)
2. White **chef's coat** (plastic buttons), long sleeved, with Ivy Tech embroidery over left pocket (Bookstore). Student's name can be embroidered on right side of jacket at the student's expense. It is preferred that by the second semester- ALL students have their name embroidered on jackets. Below is the address of an embroidery business in Muncie.

Fully Promoted

2201 N. Granville Ave

Muncie, IN 47303

765-281-8870

3. Approved black and white **checked chef's pants** (Bookstore)
 - Any student that needs to wear a skirt as opposed to pants for religious reasons may do so provided that the skirt is black, length is below the knee, and black leggings are worn.
4. White **bib apron** (Bookstore)
5. **Shoes** should be of firm construction with water and oil-resistant, non-slip soles. NO high heels, flip flops, ballet flats etc, - NOT acceptable.
 - Please ask instructors for clarification or approval if in doubt.
6. **Hair** should be neatly maintained, clean and under control at all times. Long hair should be pinned up and worn under the chef's hat. No ball caps unless special approval granted by instructor. Beard snoods should be worn over beard when needed. (instructor will give specific instructions)
7. **Jewelry** is not permitted, except plain wedding bands (no stones). All facial jewelry is not to be worn.
 - Earrings will only be permitted if they contain no settings with stones or do not dangle (including hoop earrings). Gauged earrings must have solid plugs.
 - No watches, bracelets, or necklaces should be worn in the lab.

8. Acrylic **fingernails**, and fingernail polish, is forbidden in lab classes.
9. Cleaning day (last day of semester) you are able to wear jeans, t-shirts (not tanks) and tennis shoes only. No open toed shoes or shorts!

*** YOU MAY BE SENT HOME IF YOU COME TO CLASS WITHOUT THE PROPER ATTIRE.

*To ensure consistency, all uniforms need to be purchased in the Bookstore. Thank you for your cooperation.

*There may be certain exceptions during times of special events. Your instructors will inform you of such occasions.

Photo/video/press release

All students might be subjected to photos, press releases, and other social media for Ivy Tech Community College. This serves as a release of damage.

Name: _____ . Date: _____

Ivy Tech Community College Standard Operating Procedure

All staff, faculty, and students of the Ivy Tech Community College Muncie Campus culinary program must immediately report their exposure to any of the conditions listed below, to the program chair or their chef instructor. Students must report this prior to the start of class.

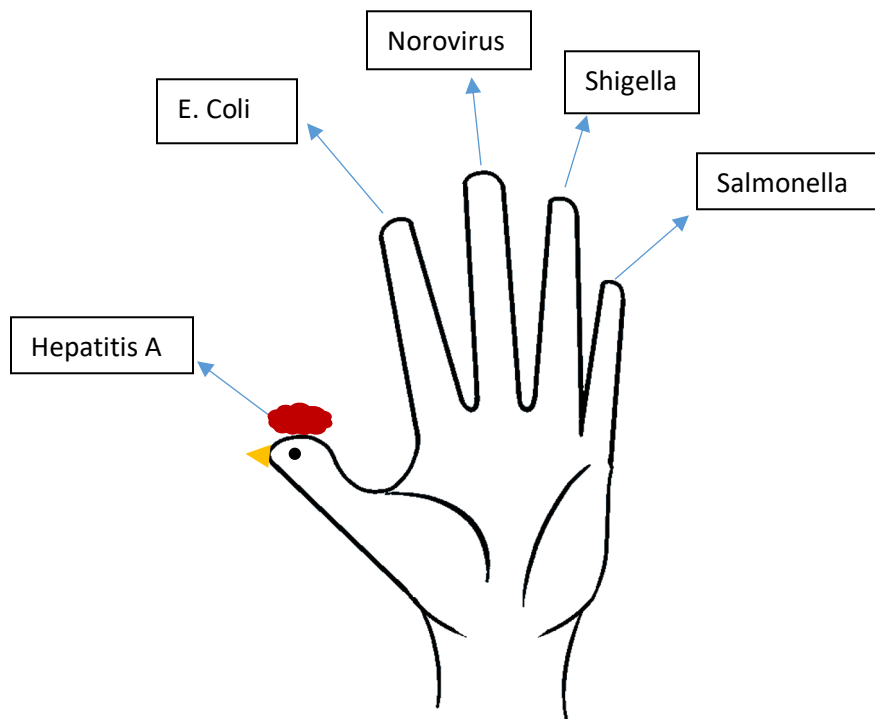
1. Symptoms including:

- Diarrhea
- Vomiting
- Open sores containing pus on the hand, wrist or exposed body part
- Fever
- Jaundice (yellow cast to whites of eyes or yellow tinge to skin)

2. Medical Diagnosis of the following:

- Hepatitis A
- E. Coli
- Norovirus
- Shigella
- Salmonella

An easy way to remember this is through the HENSS acronym (*see image below*).



Student/Staff Signature: _____

Date: _____

Ivy Tech Community College
Standard Operating Procedure

Subject: Ivy Tech Community College Muncie campus culinary program uniform policy for staff, faculty, and students.

Purpose: The purpose of this policy is to ensure all staff, faculty, and students of the Ivy Tech Community College Muncie campus culinary program adhere to the uniform policy.

Policy:

1. All staff, faculty, and students of the Ivy Tech Community College Muncie campus culinary program must adhere to the designated uniform policy as outlined in the Ivy Tech Community College Hospitality Handbook (2021).
2. The following the **REQUIRED** uniform to be worn by all staff, faculty, and students during lab classes. (Casual business attire should be worn for other classes)

Staff, faculty, and students without proper uniform will not be allowed in the lab.

3. Whenever working in the lab the uniform must be worn. No exceptions!
4. Uniforms must be clean and neat at the start of each class or function.
5. Uniforms will consist of the following and may be obtained from the campus bookstore:
 - a. White cloth **chef's hat or skull cap** to be worn at all times when in labs or working with food.
 - b. White **chef's coat** (plastic buttons), long sleeved, with Ivy Tech embroidery over left pocket. Student's name can be embroidered on right side of jacket at the student's expense. Fully Promoted (2201 N. Granville Avenue, Muncie; 765.281.8870) will do this for a small fee. It is preferred that by the second semester – ALL students have their name embroidered on jackets.
 - c. Approved black and white checked **chef's pants**.
 - d. White **bib apron**.
 - e. **Shoes** should be of firm construction with oil-resistant, non-slip soles. NO high heels, flip flops, ballet flats, canvas based shoes etc., - NOT acceptable.
 - i. Please, ask instructors for clarification or approval if in doubt.

f. **Hair** should be neatly maintained, clean and under control at all times. Long hair should be pinned up and worn under the chef's hat. No ball caps allowed in the labs. Beard snoods should be worn over beards. (Instructor's will give specific instructions)

g. **Jewelry** is not permitted, except wedding band. Plain band or enclosed settings. ALL facial jewelry is not to be worn.

i. **Earrings** will only be permitted if they contain no settings with stones or do not dangle. Gauged earrings must have plugs.

h. Acrylic **fingernails**, and fingernail polish, is forbidden in lab classes.

. Cleaning day (last day of semester) you are able to wear jeans, t-shirts (not tanks) and tennis shoes only. No open-toed shoes or shorts!

6. Staff and faculty who fail to adhere to this policy may have disciplinary action as listed within the employee handbook. Students who fail to adhere to all conditions listed within this policy may have action taken ranging from being sent home to expulsion from the culinary program. 3

7. To ensure consistency, students are required to purchase all uniform items from the Ivy Tech Community College bookstore. Staff and faculty are exempt from this requirement but uniforms must maintain a professional appearance and be kept in a well maintained fashion at all times. Staff and faculty uniforms must adhere to this policy.

8. Any staff, faculty, or student who needs to wear a skirt as opposed to pants for religious reasons may do so provided that the skirt is black, length is below the knee, and black leggings are worn.

9. There may be certain exceptions to this overall policy during times of special events. This will be on a per event basis and appropriate information will be disseminated prior to the event.

Student/Staff signature: _____

Date: _____