

Assessment Impact by Course Objectives

Palau Community College

Program (TH) - Tourism and Hospitality (THFB, THHM, THHO & THTS)

Program (TH) - Tourism and Hospitality (THFB, THHM, THHO & THTS)

CLO: TH 223 - THFB Internship: CLO 1

Demonstrate, apply and practice proper employee behavior and work habits.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)
 2013 - 2014 (Spring 2014)
 2013-2014 (Summer 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Students will demonstrate proper employee behavior and work habits. Signature assignment: Tasks Training Rating Sheet	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Tasks Training Rating Sheet - 11/01/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH223 CLO1-2.pdf	11/01/2015 - This course has not been assessed in several semesters as there have not been any interns for this track. However, the CLOs were revised and are now two instead of six. The specific tasked assigned by the supervisors will be assessed. Two students enrolled in the course this summer and were assessed. The students assessed this semester were able to show proficiency for the assigned tasks while at the job site.		2014 - 2015 (Summer 2015)

CLO: TH 223 - THFB Internship: CLO 2 (Spring 2015)

Perform tasks in the field of tourism and hospitality-food and beverage- as assigned by a site supervisor.

Start Date: 01/19/2015
CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Students will demonstrate proficiency in tasks in the field of tourism and hospitality relating to food and beverage as assigned by the site supervisor. Signature assignment: Tasks Training Rating Sheet	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Tasks Training Rating Sheet - 11/01/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: TH223 su15.docx	11/01/2015 - This course has not been assessed in several semesters as there have not been any interns for this track. However, the CLOs were revised and are now two instead of six. The specific tasked assigned by the supervisors will be assessed. Two students enrolled in the course this summer and were assessed. The students assessed this semester were able to show proficiency for the assigned tasks while at the job site.		2014 - 2015 (Summer 2015)

CLO: TH 223 - THFB Internship: CLO 2

- Sanitation and safety practices for both dining room and kitchen premises are observed.
- Sanitary food handling practices must be observed.
 - OSHA should be implemented

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)
2013 - 2014 (Spring 2014)
2013-2014 (Summer 2014)

Inactive Date: 01/12/2015
CLO Status: Inactive

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
No Results reported.			

CLO: TH 223 - THFB Internship: CLO 3

- Receive and store supplies, organize, prepare, cook and serve food with emphasis on the following.
- Check every item's delivered.
 - Store supplies using the FIFO method.
 - Practice "Mise en Place"
 - Tools, equipment and ingredients must be clean and check prior to cooking
 - Cook food following the methods specified.
 - Food presented must adhere to the establishment regulation. Correct garniture must be used.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)
2013 - 2014 (Spring 2014)

2013-2014 (Summer 2014)

Inactive Date: 01/12/2015

CLO Status: Inactive

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
No Results reported.			

CLO: TH 223 - THFB Internship: CLO 4

Prepare and set dining room prior to service with emphasis on the following:

- a. Dining room, tables and chairs must be clean and free from dirt.
- b. Tables are dressed for the specified occasion.
- c. Right temperature must be observed to ensure customer comfort and ambience.
- d. Furniture must be set following the establishment requirements.
- e. Check equipment prior to service.
- f. Menu must be check and specials' must be verified.

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)

2013 - 2014 (Spring 2014)

2013-2014 (Summer 2014)

Inactive Date: 01/12/2015

CLO Status: Inactive

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
No Results reported.			

CLO: TH 223 - THFB Internship: CLO 5

Welcome customer, take and process order, serve and clear food and drink, present check and bid goodbye to customer with emphasis on the following.

- a. Check /verify customer reservation
- b. Escort and seat guest.
- c. Present menu book and serve drink.
- d. Take orders.
- e. Serve orders courteously.
- f. Offer additional items and answer customer questions calmly.
- g. Present check with a smile

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)

2013 - 2014 (Spring 2014)

2013-2014 (Summer 2014)

Inactive Date: 01/12/2015

CLO Status: Inactive

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
No Results reported.			

CLO: TH 223 - THFB Internship: CLO 6

Close down restaurant and dining room area with emphasis on the following.

- a. Equipment, tools, utensils are clean and stored in the designated place.
- b. Dining room area is cleared and cleaned.
- c. Tables and chairs are re-set for the next day operation
- d. Met with colleagues review the day service both positive and negative outcome and identify possible improvement

CLO Assessment Cycle: 2013 - 2014 (Fall 2013)
2013 - 2014 (Spring 2014)
2013-2014 (Summer 2014)

Inactive Date: 01/12/2015

CLO Status: Inactive

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
No Results reported.			