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The faculty of the Hospitality Department would like to welcome you to our on-line orientation. The hospitality industry is experiencing rapid growth in a wide range of settings.

Our three programs of study prepare students to meet the challenges of the industry. We are glad you are here and are excited about the prospect of working with you.

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This orientation is an overview of our three programs. It should take about 20 minutes.

We will cover the items listed on the Agenda in greater detail in the following slides.

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Our HRM program began in 1984. The Culinary program started in 1989 and in response to a growing need, the Baking and Pastry Arts program began in 2008. Our programs are well established and we are, consequently, well-embedded in the culinary community. You'll find current students and alumni working in a wide variety of hospitality based businesses both in the local area and nationally.

Both our Culinary and Baking and Pastry Arts programs are accredited by the American Culinary Federation's accrediting body.

The student population in our programs span a broad range of ages and experiences. It is not out of the ordinary to have students right out of high school standing alongside of older career changers. So each of you is a "typical" student. The students who excel, however, are those that are motivated, who show up on time, and come in prepared and ready to work.

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First let's talk a little about what you can expect from our programs starting with Degrees, Diplomas and Certificates

Certificates

Certificates generally consist of about 5 classes and require 16-18 credit hours. Certificates allow an opportunity to improve or increase skill level in specialty areas such as breads, entrepreneurship, and human resource management.

Diplomas

Diploma requirements are usually between 40 to 43 credit hours. Students who are diploma-seeking are generally looking for a more in-depth understanding or skill level. This level of study is appropriate for individuals who are starting or working in home-based business.

Degrees

We offer 2-year Associate of Arts degrees in all three of our programs (HRM, Culinary, Baking and Pastry Arts). Degree-seeking students are generally those who have chosen the field as their profession.

Degree requirements in the three programs range between 68 and 72 credit hours.

We always advise new students to consider declaring a double or triple major. It doesn't cost anything for you to declare multiple majors and you don't have to add a lot of classes to achieve more than one degree. In addition, when you've declared multiple majors you avoid registration blocks because you can register for any class in any of the curriculums.

We also advise you to apply for certificates across the disciplines as you work towards your degree. Many of these you will automatically achieve. While you do have to apply for them with the registrar, they are useful credentials that you can use before you graduate.

Please be certain to come in and talk with a faculty advisor within the department. We can ensure that you take the most efficient path towards your goal.

Full or Part time

We offer day and evening classes to accommodate the need for varying schedules. Many of our degree-seeking students also work and may only be able to attend classes part time. It can sometimes take 2-3 years to complete a degree under those circumstances. However, there's no substitute for real work experience. We encourage you to work in the industry first so that you have a true picture of what the industry experience is. enhance your studies

Class size and Group Work

We believe in small class sizes so that we can provide quality instruction. Class sizes for most of the Culinary and Baking classes which require lab work, will be no larger than 10-12 students. There is little if any group work ensuring that you have daily, hands-on experience.

Some of the seated management classes may have as many as 25-30 students as do many of the on-line classes.

All students who complete degree programs are recognized by the American Culinary Federation.

The total cost for the degree programs, including tuition, books, uniforms and supplies are typically as follows. The HRM degree costs ~ \$6,500; CUL about \$8,000; and Baking and Pastry Arts around \$8500.

This is a fraction of what it might cost for you to attend two year programs in other, local culinary schools. Much of the expense in the Culinary and Baking programs is front loaded, meaning that the costs may be higher in the beginning semesters. This is mainly due to the requirements to purchase books, uniforms, knives and equipment. Generally, speaking it will cost around \$1,000 a semester.

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We'd like to introduce you to our fulltime instructors. There is more detailed information about each instructor on the following slides.

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Chef Hadley's experience in the industry has been long and varied. He began working as a Culinary Instructor for Wake Tech in 2001. Since 2008 he has been the Department Head, overseeing all three of our programs. You can read more about his experience here.

While Chef Hadley can teach any of the classes in all of the programs, his administrative responsibilities prevent him from teaching as much as he would like. He coordinates much of the Work Based Learning classes and an annual exchange program with a culinary school in France.

He is the man to see if you have questions about substitutions for classes already completed. His contact information appears on the slide. If you e-mail Chef Hadley, please include your student ID number.

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Chef Morf is the Lead Culinary Instructor at Wake Tech. He began his culinary career in Switzerland. He completed multiple apprenticeship programs there before refining his skills in hotels in Switzerland and North Carolina.

Chef Morf came to Wake Tech in 1986, crafting the Culinary program beginning in 1989. He started with only 12 students. Today we have approximately 200 students in the kitchen weekly. No wonder we think of him as the father of Wake Tech's culinary program. Chef Morf teaches a variety of our advanced culinary classes and is a valuable resource for both current students and graduates.

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Chef Hallett graduated from Johnson and Wales in Charleston, SC. He is another valuable asset to Wake Tech's Culinary program. He has been with Wake Tech since 1996 and teaches a variety of culinary classes such as Basic Culinary Skills, Sanitation, Garde Manger I and Global Cuisine. He also teaches Fundamentals of Food for Hospitality Management students which instructs them in basic principles of cooking, baking and kitchen operations.

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Chef Bales came to Wake Tech in 2009 after many years of successful experience in large institutional dining facilities. He teaches Basic Culinary Skills, helping new students to formulate the ever-important fundamental skills that they will continue to build upon. He also teaches Garde Manger I and II, basic and more advanced cold food preparation.

In addition, he is the man that keeps us in provisions. He is our purchasing agent and he does it very successfully in spite of the miscalculations and blunders of others. We can all assist him in this purchasing tasks by meticulously returning groceries and dry goods to their appropriate place in the storeroom.

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Chef House is Wake Tech's Lead Baking Instructor. She has been teaching at Wake Tech since 1991, making her the second longest-running instructor here. She constructed the Baking and Pastry Arts Program that began in 2008.

During her tenure at Wake Tech, Chef House has taught a variety of culinary and baking classes. She currently focuses on the Baking and Pastry degree program teaching the more advanced classes such as Chocolate Artistry, Confection Artistry and Production to name a few.

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I'm Chef DeMarco. I've been with Wake Tech since January of 2013, making me one of the newest fulltime instructors here. I teach some Culinary, like GMI, but primarily Baking and Pastry Arts classes, such as Baking I, Baking II and European Cakes.

I'm working to sharpen my teaching skills with each semester. I look forward to an opportunity to work with new students and hope that you'll be one.

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Jane Broden is the Lead Hospitality Instructor. She has been with Wake Tech since 1996 and developed many of the Hospitality classes. She has extensive experience in corporate dining in hotels.

Jane can teach any of the HRM classes as well as marketing, customer care, service classes and Spanish in the Workplace.

She is bright, bubbly, and engaging and possesses all of the perfect attributes for ensuring excellent customer service.

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Suya Campos Rosa is the youngest and newest fulltime instructor here at Wake Tech. She is also a graduate of our program. She has front of the house experience at local fine dining facilities and does an excellent job of sharing her meticulous skills with students. She teaches a variety of HRM classes such as the service classes and sanitation.

Suya also manages Flavors, the acclaimed, student-run restaurant on Wake Tech's Main Campus.

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In addition to our fulltime instructors, Wake Tech utilizes the talents of a wide variety of industry professionals as adjunct or part time instructors. Most of the adjunct instructors have full time positions in specialty areas of the industry. They share their considerable talents as part time instructors on a limited basis. Many of our adjunct instructors have been with us for several years teaching one or two classes a semester, but they may change from semester to semester depending on class need and professional schedules.

Many of our current adjuncts are graduates of our programs. We are always so proud when they return and give their time to pass on the craft to new students.

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As mentioned earlier, there are three separate programs of study, Culinary, Baking and Hospitality. New students must take the required Math (MAT 110) and English (ENG 111) in the first semester if they have not already satisfied these requirements. Culinary and Baking students can also take Sanitation and Safety (CUL 110) and Culinary Skills I (CUL 140) in the first semester as well. Baking students are also encouraged to take Baking I (CUL 160) if they have room in their schedule. Culinary students are also required to take Baking I, but often it is not recommended for them until their second semester.

Students completing a culinary course of study will also take classes such as Garde Manger I and II (cold kitchen), Human Resource Management, Cost Control, two additional baking classes and Spanish in the Workplace.

Baking students will take additional classes such as Artisan Breads, Cake Design and Decorating, Confection Artistry, Chocolate Artistry, European Cakes and Tortes, Petit Fours and Pastries, Plated Desserts, Production, and Marketing.

The Hospitality curriculum prepares students for supervisory and management positions in hotels, restaurants, resorts and more. Classes include front office management, food preparation, guest services, sanitation, menu writing, quality management, purchasing, and much more. There are a lot of electives built into the Hospitality curriculum and students can track in specific ways, such as

entrepreneurship, hotel management, front office management, resort management or restaurant management.

Many Culinary students earn a certificate in Restaurant management by taking only one extra class, HRM 110 and many Baking and Pastry majors pursue the Hospitality Entrepreneurship degree.

As previously stated, we generally recommend that you declare double- or triple-majors and that you add certificates as you go through the programs. Certificates give you credentials that you can use along the way and they make our graduation rates look good. Please be sure to talk with an advisor in the department to help you plan your path.

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The academic requirements for the three Programs of Study are the same. The precurriculum courses must be completed before entering. Developmental Math module DMA 030 and development reading module DRE 098 are the minimum requirement for any of our classes.

There are several pre- or co-requisites in the first semester. CUL 110 (Sanitation and Safety), CUL 140 (Culinary Skills I) and CUL 160 (Baking I) can all be taken at the same time. These gateway classes are extremely important as they build fundamental technical skills that students will use throughout the remainder of the program. They are also prerequisites for any other cooking classes.

Culinary Skills I (CUL 140) must be taken before or with Baking I (CUL 160). If a student is enrolled in both classes and drops or fails CUL 140, they will also be dropped from CUL 160.

Every student in every program must take and pass the ServSafe exam which is part of Sanitation and Safety. If you do not successfully complete that exam, you will not be allowed to stay in any of the classes that are a co-requisite (Culinary Skills I and Baking I).

The General Education requirements are the same for all three hospitality programs. You must complete a research- or argument-based writing class, a business math (ratios, factors, etc.), basic psychology, humanities (critical thinking) and art (drawing or sculpture). The class requirements are listed on the slide.

These general education credits can be transferred from another school or curriculum if they meet appropriate requirements. If you have classes that you believe will transfer, see Chef Hadley to confirm.

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Technical requirements are a very important consideration in our programs. We have created a rubric entitled Technical Standards for Students in Culinary Arts or Baking and Pastry Arts. You will find a link to this rubric on the Wake Tech Baking, Culinary and Hospitality webpage under Related Links. Please click on that link and take a look at the rubric.

In summary, communication skills are very important. Students should be able to communicate effectively and professionally even in noisy, close environments. Students also need to be able to follow verbal and written instructions. We strongly encourage students to take notes during lectures and demonstrations and not rely solely on memory.

The demonstration of physical strength and stamina are daily obligations in our industry. Students are expected to perform on their feet for 4 to 8 hours every day. Indeed, most of our labs are 4 to 8 hours

long and students must stand during much of that time. Many kitchen supplies such as bags of flour and sugar, boxes of canned goods, meat products and vegetables are heavy and require lifting and rotating. Stock pots, pans, mixers and other equipment can be large and weighty and must be transported for use. Students will be required to lift up to 50 pounds without assistance.

Stooping, bending and climbing are daily occurrences both in the kitchens and dining rooms. A lot of repetitive motion is involved. Daily cleaning responsibilities require strength, coordination and mobility. These are important abilities for every student to consider.

Sensory skills are also important. Students must be able to hear instructions in a noisy environment. They need to be able to read gauges in addition to printed instructions and should be able to distinguish smells and tastes.

Unless a student has an allergy to something and despite personal preferences, all students will be required to taste everything they prepare. It's critical for students to taste products so that they know what they are serving and so that they develop their palate. Of course, any student who does have an allergy of any kind should be sure and notify their instructors.

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The uniforms that we wear are based on tradition, safety, and sanitation. Much of what we wear is designed to protect us and our guests from kitchen hazards.

Hats are required. There are a variety of styles (floppy or beanie) that are acceptable, but they should be white and should contain all hair, including bangs. **Neckerchiefs** are traditional and are also required. These help to contain perspiration and lend a professional appearance. **Pants** can be the traditional black and white check (which help to disguise stains), pinstripe or all black. No black denim or yoga-style pants are acceptable in the kitchen. **Shoes** should fully cover the foot. They should be black, wipeable, nonslip and nonporous. These help to protect against spilled hot liquids, dropped sharp objects, and slip and fall events. **Aprons** help to protect and keep uniforms clean. They should be white and can be bib- or bistro-style. **Chef jackets** are traditionally double-breasted. These help to prevent scalding from spills and splatters and also allows the chef to reverse sides to hide a stain.

We require students to have their name embroidered on their jackets in half-inch block letters. If you order through ChefWorks, you can order the embroidery when you place your order for jackets. Uniforms can also be purchased through the bookstore, but you will have to have the embroidery done separately. There are a variety of local vendors who provide this service. Please see an instructor for recommendations.

The uniform policy prohibits the use of jewelry and accessories. No facial jewelry (including earrings) or piercings are permitted. No watches or bracelets or rings, with the exception of a plain band, are permitted. Nail polish and false nails are also prohibited. These can chip off or fall into food.

All uniform must be kept neat, well repaired, and very clean. Our preference is for you to be in uniform on the first day of class. For almost all kitchen classes, we have you working in the kitchen on your very first day.

If you receive financial aid, funds are released 7 to 10 days before the start of the semester. This should give you time to purchase uniforms in advance.

Students should be fully dressed in their uniform before entering the kitchen. We ask that you dress in the locker rooms, not in the kitchen.

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The knives and tools that are required for culinary and baking classes can be purchased as a kit at the bookstore. They come in a backpack with a soft-sided case for knives and tools as well as all of the items listed on this slide. There is additional room in the backpack for your book or tablet.

These are all required tools. While you are required to have all of the tools listed, you are not required to purchase them from the bookstore. They can be purchased separately, if you prefer.

These knives and tools are good quality, durable products that should service students throughout the program and beyond, so while it may seem to be expensive up-front, it is a one-time expense. This cost is included in the total cost of degree programs (~ \$8,000 for Culinary and around \$8500 for Baking and Pastry Arts) which was discussed earlier in slide 4.

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The bookstore also stocks a Baking Kit, however, this kit is not required in the first semester. Baking and Pastry students who pursue cake decorating and other more advance pastry classes will need these items later. Here is a list of items that are included in the Baking Kit.

Again, these tools can be purchased separately. Please see an instructor if you have any questions about the individual tools.

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From time to time, other tools that are not included in the Culinary and Baking Kits may be useful. Items such as quilting rulers, specialty cake decorating cutters, and digital probe/thermometers may be useful for specific classes. These may require additional costs of up to \$100 a semester depending on which classes you are taking. These costs are also included in the \$8500 total program costs for the Baking degree.

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Flavors is the acclaimed, student-run, public restaurant on Wake Tech's Main Campus. Students in all three programs of study work in Flavors preparing or serving food or providing desserts and breads. The restaurant is typically open three times a week for about 12 weeks out of each semester.

The restaurant seats up to 45-50 guests and the cost of lunch is typically \$8 for a three-course meal. No wonder it's extremely popular. Because we cannot accommodate all of the interest in the restaurant, reservations are granted through an electronic lottery system. To enter, you must go to the Flavors link on our website and create a profile. Once you have done so, you will be able to request reservations and will be entered into the lottery.

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All three programs require a Work Based Learning component. WBL classes are 2 credit classes that require students to complete 320 hours of work in an industry related business. This experience enables students to apply what they have learned. Most WBL students work approximately 20 hours a week

over the 16 week semester. Students must identify an appropriate work experience and complete required paperwork.

Students who declare a double- or triple-major, will have to complete a WBL class for each of their majors and should conclude the culinary one first.

In order to qualify for WBL classes you must have completed 14 credit hours over 2 semesters and you must have at least a 2.0 GPA.

Students can review jobs listed on the College Central Network link. Posted jobs on this link have all been reviewed by Wake Tech's Career and Employment Resources team. In addition to job postings, the CCN site assists with resume writing and assistance with polishing up your interview skills. Please take advantage of this valuable resource.

Study Abroad

Each Fall 6 students take part in an exchange program with a hotel / culinary school in France. Students in all three programs of study are eligible to participate. Students qualify based on their GPA, community volunteer fundraising efforts and status in their coursework. Students who participate go to France for approximately 3 weeks. Two of those are spent working in industry kitchens and time is allotted for sightseeing. Chef Hadley coordinates this program.

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Many students want to know what to expect once they graduate. Many of our graduates are already working when they graduate. As mentioned earlier, Wake Tech has solid relationships with many industry businesses in the community who look to us for competent staff. Graduates can continue to use the job resources posted on CCN.

Because our programs are accredited by the American Culinary Federation (ACF), graduates are entitled to apply for Certified Culinarian® (CC®) or Certified Pastry Culinarian® (CPC®) with the ACF.

Student who are interested in continuing their culinary education can transfer to Johnson and Wales' Bachelor's program. J&W will accept all credits from all of Wake Tech's 3 disciplines. NC State will only accept general education credits. Other colleges, like ECU, NC Central and Meredith will accept some, but not all Wake Tech credits. Students will have to check with the institutions they are planning to transfer to determine what credits will be accepted.

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Please look at our Culinary, Baking and Hospitality website for additional information. If you have questions or would like to schedule a tour of the kitchens, please contact us. Chef Hadley's contact information is listed here, but any of the department instructors will be happy to help you.