

Montgomery County Community College
BPA 240
Retail Bakery Operations
4-2-8

COURSE DESCRIPTION:

In this live learning lab students execute fundamental baking skills learned in previous classes. In an on-campus retail bakery café environment, students practice the skills of controlling inventory, analyzing sales, and operating a complete bakery. Students prepare, display, and present savory items, pastry products, and signature baked goods according to Montgomery County Health Codes, and all rules will be adhered to per compliance. In this working lab students will experience the realities of producing various quantities, customer demands, and front of the house operations of an actual bakery café. Students are required to have a professional chef's uniform to participate in class according to departmental uniform policies. Students are also required to complete an additional 120 hours worked in the industry or at campus events which will account for 10% of the student's grade. This course is subject to a course fee. Refer to <http://mc3.edu/adm-fin-aid/paying/tuition/course-fees> for current rates.

REQUISITE(S):

Previous Course requirements

CUL 102 Hospitality Fundamentals

CUL 114 Food & Beverage Operations

BPA 131 Breads & Rolls

Concurrent Course requirements:

None

Course Comment

Current ServSafe Certificate Required

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
Upon successful completion of this course, the student will be able to:		
1. Demonstrate how to forecast sales and create sales reports and scheduling.	Written assignments, Lecture, Lab	Written Assignment, Written Exam
2. Demonstrate a proper handling of monies.	Written assignments, Lecture, Lab	Written and Practical Exam
3. Utilize effective communication skills reflective of quality customer service when working with customers and in handling of customer orders, needs, and complaints.	Written assignments, Lecture, Lab, Journals	Written and Practical Exam

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
4. Produce a variety of products utilizing volume production for public consumption in a retail entity.	Written assignments, Lecture, Lab	Practical Exam
5. Discuss a production schedule to operate a retail entity.	Written assignments, Lecture, Lab	Written and Practical Exam

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria*.

SEQUENCE OF TOPICS:

1. Lecture: Course Overview, Safety & Sanitation, Demographics and Menu Development
2. Lecture/Lab: Menu Development and Creating Operations Manual
3. Lecture/Lab: Production & Service
4. Lab: Practical Exam
5. Final Exam & Kitchen Appreciation

LEARNING MATERIALS:

Gisslen, Wayne. *Professional Baking* 7th ed. New Jersey, Wiley 2017.

Crawford, Rick. *Opening and Operating a Retail Bakery*. New Jersey, Wiley 2014.

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Christopher Allen Tanner, CEC, WCC, CHE, AAC Date: 12/2012

VPAA/Provost Compliance Verification:
Victoria Bastecki-Perez, Ed. D. Date: 12/2012

Revised by: Joseph Jacques CUL281 Instructor Date: 6/17/2015

VPAA/Provost Compliance Verification:
Victoria Bastecki-Perez, Ed. D. Date: 7/16/2015

Revised by: Francine Marz, MBA, CEC Date: 8/24/2015
Director of the Culinary Arts Institute

VPAA/Provost Compliance Verification:
Victoria Bastecki-Perez, Ed. D. Date: 12/22/2015

Revised by: Debbie Dalrymple
VPAA/Provost or designee Compliance Verification:
Victoria L. Bastecki-Perez, Ed.D.

Date: 6/27/2016

Date: 6/27/2016

Revised by: Joseph Jacques
VPAA/Provost or designee Compliance Verification:
Victoria L. Bastecki-Perez, Ed.D.

Date: 8/3/2016

Date: 8/3/2016

Revised by: Joseph Jacques, CEPC, BPA240 Instructor
VPAA/Provost or designee Compliance Verification:

Date: 10/19/2017

Date: 10/21/2017



This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.