

CAHS STUDENT HANDBOOK



CULINARY ARTS AND HOSPITALITY STUDIES

City College of San Francisco

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HISTORY OF THE CULINARY ARTS AND HOSPITALITY STUDIES PROGRAM

Culinary Arts and Hospitality Studies, formerly known as the Hotel and Restaurant Department, was founded in 1936 by John and Hilda Watson Gifford. It was the first two-year hospitality program in the country and the first emphasizing the culinary arts. The department was first located in the basement of San Francisco's Galileo High School with only 12 students. In 1955, the department relocated to Smith Hall at the Ocean campus. In 1963, with financial assistance from the Statler Foundation, Statler Wing was built adjacent to Smith Hall and again expanded in 1973. The Educated Palate restaurant at the original Downtown Campus opened in 1982 and was completely renovated in 2005. The Chinatown Campus opened in 2013, offering Culinary Arts Basic Training, a certificate program helping people find entry level employment in kitchens.

PURPOSE and LEARNING OUTCOMES

Mission Statement

The Culinary Arts and Hospitality Studies (CAHS) Department at City College of San Francisco (CCSF) is designed to provide students with strong foundational and practical culinary and management skills necessary to succeed in the hospitality industry.

Our Vision

Equally grounded in culinary arts and management, students learn through hands-on culinary, management and academically related classes, to develop real-world skills and knowledge necessary to excel in the food service, restaurant and hospitality industry.

Employment

Graduates find employment in many facets of the hospitality industry including hotels, restaurants, clubs, cafeterias, cruise ships, retirement communities, catering companies, educational institutions and purveyors, to name a few career possibilities.

Learning Outcomes

Culinary Arts Management Major (AS)

Upon completion of this program, students will be able to:

- Apply strict food safety and sanitation standards, including proper food handling, storage, and preparation techniques to prevent foodborne illnesses.
- Demonstrate proficiency in culinary techniques, including knife skills, food preparation, cooking methods, and presentation, across various cuisines.
- Plan, develop, and execute menus that meet culinary, nutritional, and budgetary requirements while considering dietary restrictions and sustainable sourcing.

- Adhere to a strong code of ethics and professionalism in the kitchen and when interacting with guests, promoting a positive dining experience.

Food Service Management Major (AS)

Upon completion of this program, students will be able to:

- Employ communication skills, professional behaviors and techniques required to execute superior customer service and exceed guest's expectations.
- Apply professional, supervisory and interpersonal skills needed to work with diverse groups and successfully manage food and beverage operations.
- Implement principles of cost control and sound business practices to profitably operate and evaluate food service establishments.
- Apply fundamental front and back-of-house skills in a variety of food service operations.

Hospitality Management Major (AS)

Upon completion of this program, students will be able to:

- Demonstrate the ability to make informed decisions and implement practices in hospitality operations that optimize environmental sustainability, enhance social well-being, and ensure economic profitability.
- Demonstrate respectful and professional communication skills, both written and verbal, to interact effectively in the hospitality industry.
- Apply financial management principles, including budgeting, cost control, and revenue management to operate hospitality establishments.
- Apply the concepts and theories in hospitality management, including areas such as hotel and restaurant operations, meetings and event planning, customer service, and food and beverage management.

Hospitality Management Major (AS-T)

Upon completion of this program, students will be able to:

- Apply best practices in the hospitality industry to further economic and environmental sustainability.
- Employ multicultural perspectives to meet the needs of guests and employees.

- Use creative and critical thinking to problem solve and make decisions effectively in the community and industry.
- Apply essential hospitality operations and management skills.

Culinary Arts and Hospitality Certificate

Upon completion of this program, students will be able to:

- Apply strict food safety and sanitation standards, including proper food handling, storage, and preparation techniques to prevent foodborne illnesses.
- Demonstrate proficiency in culinary techniques, including knife skills, food preparation, cooking methods, and presentation, across various cuisines.
- Plan, develop, and execute menus that meet culinary, nutritional, budgetary requirements while considering dietary restrictions and sustainable sourcing.

Adhere to a strong code of ethics and professionalism in the kitchen

Entrepreneurship and Innovation in Hospitality Management Certificate

Upon completion of this program, students will be able to:

- Apply an entrepreneurial mindset that breeds creativity and innovation in hospitality management.
- Use terms and concepts related to functional areas of entrepreneurship necessary for startups.
- Analyze the marketing environment to identify entrepreneurial opportunities and areas for growth and development.
- Develop an agile and lean business plan for a startup project or enterprise that is ready for pitching.
- Compare different entrepreneurship pathways that are available for people venturing into food and beverage industry.

A Food Safety Manager Certification is required to receive a:

- Culinary Arts and Hospitality Certificate of Achievement
- Culinary Arts Management AS Degree
- Food Service Management AS Degree

AMERICAN CULINARY FEDERATION ACCREDITATION

Since 1995, City College of San Francisco maintained accreditation from the American Culinary Federation Foundation Accrediting Commission (ACFFAC).

ACF Accreditation:

- Establishes that this program meets or exceeds high standards for Culinary Arts, as determined by the ACFFAC.
- Provides accountability and credibility to the CAHS program by way of external peer review
- Promotes a high level of professionalism and increases students' knowledge of industry standards, with up-to-date and current practices
- Offers regional and national networking for students and graduates
- CAHS honors the ACF Code of Professional Ethics and Culinarian Code.

CAHS graduates with a Culinary Arts Management AS degree are eligible to receive the ACF designation of Certified Culinarian with no further testing required.

Please refer to the Appendix for more information on the ACF.

CAHS STUDENT EXPECTATIONS

Students are expected to monitor their email on a regular basis for notifications and important updates throughout their enrollment in the Program. City College of San Francisco has created lifetime email accounts for all currently registered credit students. All official CCSF email will be sent to this account, and not to any other email accounts.

All students must schedule an appointment at least once each semester to meet with CAHS Program Advisor to review courses needed to satisfy CAHS and CCSF graduation requirements. Do not assume that all courses submitted for entrance to the program satisfies the graduation requirements. Reviewing your file is necessary for your scholastic security and is your sole responsibility. Students must submit all official transcripts to Admissions & Records upon entry to the Program.

STUDENT CONDUCT and PRACTICES

Class and Lab Attendance

Students are expected to attend class regularly and punctually. Each class syllabus will include attendance policy information along with what a student should do to notify their instructor that they will be absent.

Effective August 19, 2024, lab students in 10A&B, 20A&B, 30A&B are permitted a maximum of 4 absences, with 2 tardies equaling 1 absence. If you exceed these attendance requirements, you will automatically be withdrawn from or receive a failing grade for the class and need to repeat it.

- How you use these absences is up to you. Remember, there are no “excused” absences for medical/personal reasons.
- Failure to participate in the work of the class is considered equivalent to an absence.
- This attendance policy is separate from your lab grade. In other words, you could be getting a B in lab, but if you exceed the permitted attendance, you will not receive a passing grade for the class.
- Being absent will impact your lab grade. Each instructor determines how much an absence impacts your lab grade for their class.
- Regardless of the reason, students should notify their instructors if they are going to be absent or tardy. Refer to the class syllabus for how to notify each instructor.
- A student who is absent from a class for any reason is responsible for the content covered during the absence and for making up any required course work.

Professional Development Exception

- Students may request an Attendance Exception for reasons related to their professional development. This provides students an opportunity to participate in culinary events (such as a conference on sustainability, or participating in the Culinary Clash, etc) without impacting their class attendance.
- An Attendance Exception request form (available from the Program Advisor) needs to be submitted at least 10 workdays prior to the event. All requests will be reviewed by a committee consisting of the student's Lab Instructor, the Program Advisor, and Department Chair.
- If the exception is approved, the student will be excused from their lab class for the agreed upon days.
- Following the event, the student will need to present a brief report/recap of the event to their instructor and classmates.

Attendance Related Withdrawal or Failure

If an instructor withdraws a student between the last day to drop and the last day for withdrawal a "W" will be assigned. If a student drops after the last day for student/instructor-initiated withdrawal the instructor will report an "F" or "FW" for the course. Refer to your class syllabus, the College Catalog and Calendar of Instruction for specific dates.

Lab Dress Code

The dress code must be adhered to during lab classes. Uniforms are to be worn in all lab areas, including all kitchens, the dining room, and serving area of the Cafeteria. Any exceptions to this rule will be provided by the instructor.

Uniform

- White chef coat with white buttons, and with CAHS logo and approved student's name embroidered.
- Black and white checked cook's pants.
- White skull cap/beanie (CAHS 10s & 20s) or black skull cap/beanie with CAHS logo (CAHS 30B).
- White 4-way apron (CAHS 10s & 20s) or black bistro apron with CAHS logo (CAHS 30A).
- Heavy-duty black work shoes or closed toe and closed back kitchen clogs with oil-resistant non-slip soles. Fabric shoes are not acceptable.

- All clothing, aprons and caps must be clean and wrinkle-free. Shoes and laces must be clean.

Hair

- Hair must be clean, away from face and off the collar.
- Long hair must be restrained and tucked under the chef cap. This can include a hairnet, hair ties, braiding, etc.

Facial Hair

- Cleanly shaven or keep facial hair neat and trimmed.
- Beard longer than 1/4" will require a beard net.

Personal Hygiene

- Hands should always be washed *before* starting any work with food, food equipment, or eating utensils. Always wash hands *again* when returning to a food area from any other areas.

Fingernails

- Nails are not to exceed 1/8" beyond the tip of the finger and must be clean.
- Nail polish or artificial nails are not permitted.

Jewelry

- Remove all unsecured jewelry and other objects that might fall into food, equipment, or containers.
- Remove hand jewelry that cannot be adequately sanitized during periods of which food is manipulated by hand. If such hand jewelry cannot be removed, it should be covered with a glove.
- Adapted from: Current Good Manufacturing Practice, 21 e-CFR. § 117.10 (2019)

Fragrances

- No fragrances or aroma are to be worn

Health and Safety Recommendations

COVID and General Illness

CCSF follows City of San Francisco [guidelines](#) regarding COVID. To help prevent COVID and general illnesses, CAHS encourages wearing a mask to reduce the risk of transmission. Masks are available in the Kitchen and main lobby. Students can also wear their own masks. When worn, masks need to cover the nose and mouth.

Students who test positive for COVID should notify their instructor and stay home until they have not had a fever for 24 hours without using fever reducing medication and feel better.

Upon returning to school, students should wear a mask for at least 5 days or until they no longer have a positive result with a home test.

Hepatitis A & B Vaccinations

While not required, the CAHS Department recommends that students obtain vaccinations against Hepatitis A and Hepatitis B.

Hepatitis A is a serious disease that can be spread through contaminated food and water. The virus is commonly transmitted from person to person, mostly through fecal contamination, and then hand-to-mouth contact. After being infected, the infected person is unknowingly contagious for one to two weeks before feeling symptomatic. Infected food handlers can pass the virus to others before even knowing they are ill.

Although you can protect yourself by practicing good hygiene through proper hand washing, you cannot control the hygiene of others. The best protection against Hepatitis A is vaccination.

Hepatitis B is transmitted via blood or bloody fluids, sexually, during birth, or through IV drug use. Complications from this disease include fulminant hepatitis, cirrhosis, cancer, chronic liver disease.

CCSF Student Health Services can provide a consult to help determine if a student needs these vaccinations and can often provide the vaccines at a reduced cost. You can also obtain hepatitis vaccinations through your private physician. A series of two (2) shots is required for full vaccination.

Tattoos

It is strongly advised that students refrain from getting tattoos on their hands and arms during the semester. Fresh tattoos must be bandaged while in Lab.

Emergency Evacuation Procedure

If there is a fire alarm, or reason to evacuate the building, turn off any kitchen or service equipment you are using, including stoves, ovens, grills, robot coupes, etc. and move quickly but safely to an exit door.

Designated Evacuation Gathering Spot

Students and faculty are to immediately gather in Ram Plaza (in front of Chef's Table), where your instructor will take attendance. Stay near your classmates and Instructor until you are directed to return to class.

Student Injury

On Campus Student Injury

If a student is seriously injured or becomes seriously ill on campus, faculty or staff should immediately contact CCSF Public Safety Department at 415-239-3200. The Public Safety Department dispatcher will call for emergency medical assistance.

Note: 911 can also be called in which medical services will be dispatched by SFPD who will in turn contact CCSF Public Safety.

If an urgent situation of a student illness or injury occurs on campus and it is determined that the student can safely and easily be accompanied to Student Health Services (HC 100) during regular SHS hours of operation, the student may be seen, assessed and treated in Student Health Services clinical facility. Staff or faculty will contact CCSF Student Health Services department, (415) 239-3110 before escorting the student to SHS.

Kitchen Injuries

Immediately notify your lab instructor. They will help assess if you need additional medical assistance. Cuts and burns need to be covered by bandages and not come in contact with food. Hand injuries should be bandaged and covered with gloves.

Internship Student Injury

Injuries sustained at an internship site must be reported to the Program Advisor within 24 hours. If you need immediate emergency care, call 911 or go to the nearest hospital.

STEP 1: REPORT YOUR INJURY

Immediately report an injury or illness that you believe was caused by your work to your internship supervisor. A delay may jeopardize your entitlement to workers' compensation benefits.

[Important Information about Medical Care if you Have a Work-Related Injury or Illness](#)

STEP 2: COMPLETE CLAIM FORM

If you would like to file a claim, complete the employee section of the claim form [Employee's Report of Occupational Injuries \(DWC-1\)](#). Give a copy to the Program Advisor and then submit it to your internship supervisor. Leave the other forms for your supervisor to complete. An injured worker should not complete their own 5020 or Supervisor Investigation Report.

STEP 3: FOLLOW-UP

Call the workers' compensation claims administrator at 415-452-5207 or email riskservices@ccsf.edu to follow-up on your claim.

BEHAVIOR AND DISCIPLINE

Lab Rules for All CAHS Labs

Students must be in full uniform, as described in their class syllabus.

There are no breaks scheduled during lab unless directed by your instructor. If you need to leave during lab hours for a restroom break, clear it with your instructor first.

Cell phones are not permitted to be taken out during production hours in the kitchen and service hours in the restaurant unless explicitly permitted by your instructor.

The use of headphones/earbuds is prohibited during class time and in labs.

Students are not to eat in the kitchen. Notify your instructor, then go into a hallway, stairwell, or the seating area of the Café, or area designated by your instructor if you need to eat something during class. Food being prepared or demo'd in the kitchen is to be tasted for seasoning, not eaten as a snack.

KITCHEN & OS CAFE: Bring only your knife kit, covered drink container, and prep lists to the Kitchen. If you need to have any other items with you, clear it with your instructor. Jackets, clothing, and backpacks are to be kept in lockers in the basement.

In addition to these rules, each lab instructor may have additional rules for their classes. Following the instructions of your lab instructors is critical. If you are unwilling to follow the directions of your CAHS instructors, faculty, and staff, it may be considered a violation of the CAHS Student Handbook Policies and/or the Student Code of Conduct and result in disciplinary action, including dismissal from the CAHS program.

Academic Dishonesty Policy

As outlined in the [Student Code of Conduct](#) cheating or any form of academic dishonesty is prohibited for all City College Students, including culinary students.

Examples of cheating/academic dishonesty includes, but is not limited to the following:

- Any form of plagiarism. For an understanding on what constitutes plagiarism and how to avoid plagiarism refer to CCSF library resources, including [Copyright & Plagiarism](#).
- The sharing of information of quiz or exam questions/answers and practical skills testing.
- Unauthorized viewing or copying from another person's paper and/or exam.
- Unauthorized viewing or copying your own exam (either paper or computerized) with the use of any smart devices or paper. This includes photographing/taking screenshots of any exam questions (or possessing the capability to copy) during exam or review of exam.
- Unauthorized possession of an exam.
- Collaborating on an assignment or exam without expressed permission from instructor.
- Using cheat sheets, writing answers/notes on hands or other body parts, and unauthorized use of internet/electronic devices such as but not limited to cell phones, calculators, IPOD, PDA, USB, smart watches, or memory devices during exam. Opening any URL or outside webpage while taking a computerized exam is prohibited.
- Submitting or presenting an assignment/paper purchased from a service or written by another student. This includes, but is not limited to papers, discussions, and reflection assignments.
- Lying to an instructor or administrator to improve a grade or performance evaluation.
- Knowingly assisting another person in committing an act of academic dishonesty or witnessing.

Discipline for Cheating

All enrolled students are required to review this policy and submit a signed Academic Integrity Acknowledgement of Responsibilities form (on the last page of CAHS Student Handbook).

Any student who cheats on an exam, quiz, test, or assignment in class and/or skills lab will earn a zero for the exam/assignment, is subject to **earn an "F" in the** culinary course and dismissal from the CAHS Program. A student who has failed a course or been dismissed from the program because of academic dishonesty will not be eligible for readmission into the Program. A CAHS student may be dismissed from the CAHS Program for academic dishonesty but may not

necessarily be dismissed from the college (CCSF) unless the condition for the institutional dismissal is present. The student may also be subject to the College disciplinary process outlined by the Office of Student Conduct and Discipline.

Lab Probation and Dismissal from the CAHS Program

Academic Probation and Dismissal

Students may be given a failing grade for a class or be dismissed from the program for the following reasons:

- The failure of a culinary student to satisfactorily demonstrate mastery of required sanitation and safety knowledge, skills, or abilities that may jeopardize the safety and welfare of others.
- In addition to the [Code of Student Conduct](#), CAHS students must also act appropriately with respect to professional industry standards, following the Policies, Procedures, and Lab Rules established by the Department and Chef Instructors.
- If a student violates these guidelines or demonstrates the lack of necessary knowledge, skills, or abilities, students may be placed on probation or may be subject to dismissal from the program prior to the end of the semester.

CAHS Students Impaired by Substance Use or Mental Distress

Impairment by alcohol, drugs, and mental distress can affect academic and lab performance. Given the risks of working in a kitchen, the impaired CAHS student may be a danger to themselves and others. In addition, the possession of, or the presence on campus of alcohol or drugs violates the rules of student conduct for City College students.

- Any student who is suspected of impairment during classroom or lab activities will be removed from class and receive an absence for the day.
- If the student's conduct violates the City College rules of conduct, the due process procedures available to students will be observed in connection with disciplinary action taken.
- The instructor who removes a student under this policy will notify the department chair and dean, and provide written documentation of the behaviors observed. The department chair or program advisor will meet with the student and provide referrals to the appropriate campus resources. It is the responsibility of the student to take advantage of any resources that may assist them in overcoming the problem.
- Information on the student's condition/situation is confidential and will not be disclosed except when necessary to protect the safety of others or to refer for assistance.

Policy on Sexual Harassment

Sexual harassment is any behavior characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation. This includes but is not limited to any unwelcome sexual conduct (physical, verbal, written materials – **emails, texts, social media posts, posters, letters, etc....**), **gender** discrimination, stalking, and propositions. California law SB 967: The affirmative consent law, or “**yes means yes**” is the standard of consenting to sexual encounters for students at all California colleges and universities receiving state funding. This means that affirmative, enthusiastic, and ongoing consent is the standard for our conduct.

Sexual harassment/sexual violence and other sexual misconduct all constitute unlawful discrimination under Federal and State Law and is a violation of SFCCD Board Policy. Such acts will not be tolerated in any form within the CCSF Culinary Program, or any part of City College of San Francisco.

There is a history of sexual harassment within professional kitchens that continues to this day. This policy is meant to actively dismantle this element of kitchen culture.

If you have been a victim of sexual harassment, assault, a hate crime based on gender identity or gender expression, dating violence, or domestic violence, or stalking on campus, or at a campus event, please call campus police at (415) 239-3200; Student Health Services at (415) 239-3110; Title IX Coordinator at (415) 452-5053; **Women's Resource Center at (415) 239-3112**; or Project Survive at (415) 239-3899.

For more information, including links to CCSF Board Policies regarding sex-based discrimination, including sexual harassment and sexual violence, please refer to the [Title IX Webpage](#).

CAHS Anti-Harassment Policy

Courtesy and Respect

While working in the kitchens and classrooms, you will encounter a wide variety of personalities, as well as differences in cultures, socio-economic standings, education levels, and gender identity and expressions. Yet, we are all here to accomplish one common goal: To learn how to prepare and serve food in a timely manner.

Culinary school and working in a professional kitchen can be stressful. Therefore, it is essential that we treat one other with courtesy and respect. If you are having a disagreement with another student and resolution is necessary to getting your task done on time, please see an instructor immediately for guidance and assistance.

Otherwise, try to get to know the other student, listen and try to understand and respect the **other student's point of view**.

During this conversation, you should be given the same chance to express your point of view and listened to with courtesy and respect.

While it is not realistic to expect to be friends with all of your classmates or coworkers, often you will be able to find common ground and be able to work efficiently and professionally with them.

Yelling, shouting, or berating other students or the instructor is not acceptable. You will be sent home with a failing grade for the day if you do so. Consequences may also include a verbal warning from your instructor or a written violation of the Student Code of Conduct, which will result in a suspension from class and a meeting with the Dean of Students prior to being allowed back into class.

Harassment

Harassment of any kind will not be accepted or tolerated. If you ever feel uncomfortable with **another student's words or actions, if possible, immediately ask them to stop.** If you do not feel safe speaking directly to the student, notify a trusted Instructor, the Department Chairperson (Chef Rudd), or our Program Advisor (Ms. Shea) of the situation as soon as possible. They will assist in mediating the situation, supporting you, and resolving the problem before it escalates further. If a student reports an incident of harassment to any instructor or administrator, the instructor/administrator is obligated to report the incident to the Dean of Students, which will initiate a full investigation.

If you are uncomfortable with a Department member or Instructor's words or actions, and don't feel comfortable speaking to them directly, you should speak to another Instructor, our Department Chairperson, or the Dean of the School of Business, Fashion & Hospitality.

As a department, we strive to create a safe and welcoming space for everyone. As future industry leaders and professionals, this is the expected standard for culinary students at CCSF.

ACADEMIC FAILURE AND RE-ENROLLMENT POLICY

The CAHS department recognizes that this is a challenging and time-intensive program. It can be difficult for students to balance school with life demands. It is not uncommon to fail a class or need to take some time off from school. The CAHS faculty and staff endeavor to support students however possible while still maintaining the high standards of the program. If a student fails a class due to not meeting the attendance or academic requirements, we encourage them to work with their instructor, the Program Advisor, and Department Chair to plan for re-enrollment and put structures in place to help them be successful.

Criteria for Retaking Classes

Students need to achieve a grade of C or higher for all classes in their major, Math, and English in order for class to apply to their certificate or degree.

If a student fails a class necessary to advance in the program, they need to meet with the Program Advisor to discuss options for retaking the class.

Students must take BIO 121 and successfully pass the Food Safety Managers exam before taking 20A/20B.

Students have 3 attempts to pass required classes. If a student is not able to pass on the third attempt, they are unable to continue in the program.

If students have been dismissed or failed a course as a result of academic dishonesty, CAHS will uphold the policies and guidelines of CCSF Student Affairs regarding student consequences such as probation, behavioral contracts, reprimands, or other outcomes.

Procedure for Request for Re-Enrollment in the CAHS Program

If a student is dismissed from the program for failing classes or violating the policies and lab rules of the CAHS department, they may request a meeting with the Program Advisor and Department Chair to discuss reenrollment. The student's GPA and reason for dismissal will be evaluated and discussed with the student. Re-enrollment is not guaranteed, but the department will strive to work with each student to support their success. Following the meeting, the Program Advisor and Department Chair will develop any necessary behavior contracts or other guidelines for the student. Students who are re-admitted to the program must achieve and maintain a 2.0 GPA and adhere to the policies and guidelines of this handbook. If a student fails to maintain their grades or has further violations of the policies and rules of the department, they will be dismissed from the program for a final time, with no option of re-enrollment.

STUDENT COMPLAINTS AND GRIEVANCES PROCEDURES

Students dissatisfied with a campus policy or the conduct of a college employee can bring a complaint, a written or verbal notice of dissatisfaction, to the attention of the appropriate faculty, staff, or administrator at any time.

Student complaints will fall into the following three categories:

- Academic (Faculty/Student and Grade Review)
- Non-Academic (Student Affairs); and
- Title 5/IX Complaint Process (Discrimination/Harassment)

Informal Complaint Process Overview

Before filing a formal complaint that is either Academic or Non-Academic in nature, individuals should make every effort to raise their complaint(s) directly with the involved faculty and/or manager. Formal complaints will not be reviewed unless an informal process has been

completed. If addressing an issue informally does not lead to a satisfactory resolution, the individual may register a formal complaint with the appropriate supervisor or administrator.

Formal Complaint Process Overview

If the informal process outlined above does not result in a resolution, the student may file a formal complaint to the appropriate department. Complaints escalating to this level must be submitted in writing with as much detail as possible so that the appropriate administrator can investigate your complaint and respond. The written formal complaint must also outline the steps taken to try and resolve the complaint at the informal level. Each complaint process is unique.

For a more detailed outline of the process requirement and complaint forms under the appropriate complaint category, [click here](#).

CITY COLLEGE OF SAN FRANCISCO
CULINARY ARTS AND HOSPITALITY STUDIES PROGRAM
ASSOCIATE DEGREE / CERTIFICATE OF ACHIEVEMENT
HANDBOOK ACKNOWLEDGEMENT

I, _____, acknowledge the receipt of the CAHS Student Handbook and am aware that I am responsible for following the policies and procedures included in this manual. Failure to follow the policies and lab rules of the CAHS department may result in my dismissal from the program.

ACADEMIC INTEGRITY ACKNOWLEDGEMENT OF RESPONSIBILITIES

CAHS students are held to a high standard of professional and ethical behavior and the CCSF CAHS Department strives to promote an environment of professionalism, integrity and honesty. Your acknowledgement demonstrates that you have reviewed and understand your requirement to abide by the CCSF CAHS Program Academic Dishonesty Policy.

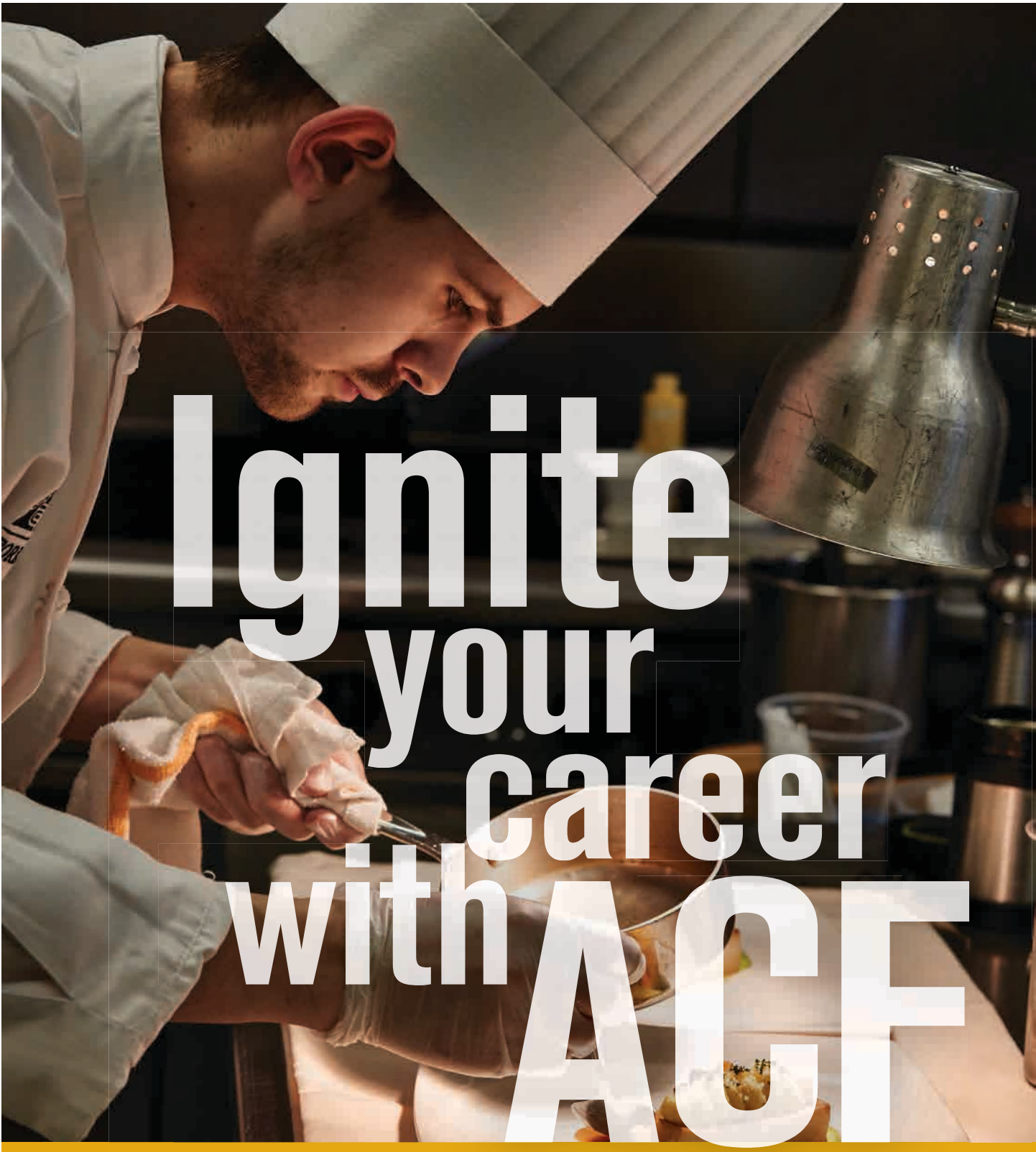
____I acknowledge that I have reviewed Academic Dishonesty Policy and will refrain from any form of academic dishonesty.

____I understand that I must act with academic integrity and maintain honesty, professionalism and high ethical standards.

____If I have direct knowledge of a potential violation of academic integrity, I will report this to the appropriate authority (faculty or director).

Signature _____ Date _____

APPENDIX I: ACF for CULINARY STUDENTS



Ignite your career with ACF

Learn more about
opportunities for
culinary students



American Culinary Federation is the largest and most prestigious professional chefs organization in North America. ACF has more than 14,000 proud members who belong to over 150 chapters across the United States and is recognized as the leader in professional development for the culinary community. The good news is you can join now as a culinary student –use your membership to move you up your career path!

Once young culinarians graduate, they need to remain fresh and relevant in this competitive industry. Join the only significant culinary trade organization in the USA—the ACF. This provides face-to-face networking opportunities, supplemental training, and the only culinary certification that is verified by practical testing.

—Russell Scott, CMC (Certified Master Chef), The Everglades Club, Palm Beach, FL

Only ACF guides you all the way to Certified Master Chef.

Brand Yourself with the Standard of Excellence

With thousands of chefs competing in the job market, it is essential to prove your culinary competency. Certification provides a career path beginning with Certified Culinarian/Pastry Culinarian and building through all levels of experience. ACF Certification is recognized as a standard of excellence in the foodservice industry; your certification tells employers that your skills and culinary expertise have reached a set benchmark. Learn more: www.acfchefs.org/ACF/Certify/About

ACF provided me with a clear and organized pathway to achieve personal and professional growth in the culinary field. Certification was a no-brainer when it came to my culinary professional development track, and I quickly saw the value it provided to a young professional.

—Tiffany A. Poe, CEC, Owner, Grandview Inn, Tulsa, OK

ACF MEMBER TIP: When you join ACF as a member, you'll save \$75 to \$200 on every certification, plus you'll be able to easily track your continuing education hours on your online member profile!





ACF Accredits Leading Culinary Schools

If you're graduating from an ACFEF-accredited postsecondary or certificate/diploma program, you're eligible to receive either a Certified Culinarian® (CC®) or Certified Pastry Culinarian® (CPC®) certification (depending on your program) without taking the certification exam—and if you are an ACF member, you won't have to pay any certification fees, either! Certificate/diploma participants can be certified after a year of entry level work experience. Employers across the USA recognize ACF certification as proof of the skills you bring to the job!

Employers Recruit ACF Members!

ACF's Career Center and Job Board allows you to build your resume and apply for positions at all levels across the country. Chefs and Pastry Chefs are in high demand, and the biggest and best employers actively recruit and hire ACF members at every level. Plan to personally meet industry leaders, recruiters and potential employers from all aspects of the foodservice industry at ACF career fairs, your local chapter, and at regional and national ACF events.

Got Fame?

Sharpen your skills and gain recognition by competing in regional, national, and international Student Culinary and Pastry Competitions, as well as ACF's Culinary Knowledge Bowl. Training as an ACF competitor is an instant resume builder and a fun way to put the skills you've learned in the classroom to the test.

As you advance your skills, you can be recognized by the entire culinary community with ACF awards. These represent the highest honors, including ACF Student Chef of the Year Award, USA's Chef of the Year Award, ACF Pastry Chef of the Year Award, and more.

Are you the next celebrity chef? ACF members even receive casting calls for culinary TV shows and competitions.

Looking for Scholarships?

ACF's honor society, the American Academy of Chefs (AAC), provides great scholarship opportunities for culinary students.

Learn how to apply:
www.acfchefs.org/Scholarships

I'm always casting food shows on the Food Network, and my best people that do well in our shows are usually members of the American Culinary Federation.

—C. Nicolas,
Assistant Casting
Director, Guy's
Grocery Games

Join Today! ACF Members Get More

Money Saving Membership Perks!

You and your family can enjoy discounts on Nationwide car insurance, Dell computers and accessories, school/office supplies, theme park tickets, hotels and rental cars ... plus you even get life insurance coverage when you join ACF. (Life insurance applies to US memberships, except military and property memberships).

Network Locally, Connect Globally

As a member you'll connect with your nearest ACF chapter to meet chef mentors and make professional contacts for your future. Student members can jump start their career networking and gain continuing education hours at ACF's **ChefsForum Webinars, MasterCraft Summit Series** and the annual **ACF National Convention & Show**, and save up to \$675 on the cost of registration! ACF members also enjoy dual membership with the Worldchefs.

Knowledge is Power

As a student member, you'll receive all of ACF's digital publications by email—the same as ACF professional members do—including:

- You will also enjoy access to WeAreChefs.com packed with articles on industry trends, step-by-step cooking demonstrations, recipes, interviews with leading chefs, features on culinary career paths and more student news and opportunities.
- The *National Culinary Review* is ACF's flagship magazine, delivered digitally 6 times a year, packed with the latest culinary trends and techniques
- The Culinary Insider is your bi-weekly e-newsletter announcing opportunities, special offers and more to keep you current

Are you passionate about the culinary field? You belong in ACF!

Join ACF today! www.acfchefs.org/ACF/Membership

Connect on Social Media and Join the Conversation

Visit the official ACF blog
WeAreChefs.com

Like and follow us:

 ACFchefs

 @acfchefs

 @acf_chefs

#ACFchefs

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APPENDIX II: ACF **CULINARIAN'S CODE**



American Culinary Federation **Culinarian's Code**

American Culinary Federation, Inc. • administration@acfchefs.org • 6816 Southpoint Pkwy, Ste 400 • Jacksonville, FL 32216 • (800) 624-9458 • www.acfchefs.org

Culinarian's Code

As a proud member of the American Culinary Federation, I pledge to share my professional knowledge and skill with all culinarians. I will place honor, fairness, cooperation and consideration first when dealing with my colleagues. I will keep all comments professional and respectful when dealing with my colleagues. I will protect all members from the use of unfair means, unnecessary risks and unethical behavior when used against them for another's personal gain. I will support the success, growth, and future of my colleagues and this great federation.

*Adopted at Board of Governors
August 3, 2010*

APPENDIX III: ACF CODE OF PROFESSIONAL ETHICS



American Culinary Federation

Code of Professional Ethics

American Culinary Federation, Inc. • administration@acfchefs.org • 6816 Southpoint Pkwy, Ste 400 • Jacksonville, FL 32216 • (800) 624-9458 • www.acfchefs.org

About ACF:

Known as “the authority on cooking in America,” the American Culinary Federation (ACF) represents more than 14,000 members in 170 chapters across the United States. It is the ACF’s mission to make a positive difference for culinarians through education, apprenticeship and certification, while creating a fraternal bond of respect and integrity among culinarians everywhere.

Preamble:

The ACF developed the following Code of Ethics to provide guidance to professional cooks and chefs in their professional practice and conduct. The actions, behaviors and attitudes of our members are consistent with the ACF commitment to hospitality, foodservice and public service. This Code of Ethics sets forth the fundamental principles and is considered essential to this purpose. Every individual who is a paid member and/or certified by the ACF shall abide by this Code of Ethics. Any action that violates the purpose and principles outlined by the Code of Ethics shall be considered unethical.

Basic Beliefs:

We recognize the importance of the following beliefs that guide our practice and provide context for our ethics:

- The services we provide contribute to the health and well-being of society.
- Professional cooking careers are an essential component of overall hospitality and foodservice and we function interdependently with other hospitality providers.
- All people should have access to quality hospitality and food services.
- We are individually responsible for our actions and the quality of professional services that we provide.

Code of Ethics:

As a member of the ACF, I pledge myself to:

- Conduct myself with honesty, integrity and fairness.
- Strive to provide all services competently.
- Provide professional service in a manner that does not discriminate others on the basis of race, ethnicity, creed, religion, sex, age, sexual orientation or national origin.
- Not engage in sexual harassment, disrespectful or abusing behavior.
- Show professional respect for all who work with or in supervision with myself.
- Strive to provide objective evaluations of performance for employees and coworkers, apprentices, students, professional association members and/or peers and to avoid bias in any kind of professional evaluation of others.
- Be alert to situations that might cause a conflict of interest or have the appearance of a conflict and provides full disclosure when a real or potential conflict of interest arises.
- Not to promote or endorse products in a manner that is false or misleading.
- Not engage in substance abuse that could adversely affect my job performance or endanger co-workers.
- Strive to comply with all applicable laws and regulations concerning the culinary profession including local, state and federal statutes that promote public health and safety.
- Collaborate with others to create a work environment that minimizes risk to the personal health and safety of our colleagues.
- Support the efforts of other professional cooks and chefs to learn new and innovative culinary techniques and improve my knowledge and skills.

Code of Professional Ethics

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- Not to discriminate in making employment decisions regardless of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation or marital or family status.
- Not knowingly misappropriate, divert or use monies, personnel, property or equipment belonging to others for personal gain or advantage.
- Not harm others by knowingly making false statements about a colleague or professional peer.
- Accurately represent my professional training and qualifications and not knowingly permit aid, abet or suffer the misstatement of my training and qualifications by others.
- Not to plagiarize on another person's printed, audio or visual recordings or using them publicly as original materials, including cookbooks that may not be governed by standard copyright laws and restrictions.
- Follow ACF Social Media Guidelines