

## Syllabus

**Course Prefix and Number:** CULA160

**Credit Hours:** 1

**Course Title:** Dining Room Service

**Prerequisites:** CULA 100, 110, 115, 120,130

**Course Description:** Students are introduced to the front-of-the-house procedures from guest relations to basic dining room skills and table service. Banquet, American, Russian, and family service styles are emphasized. This course includes lecture, demonstration, dining room service and food preparation.

**Text:** On Cooking 4<sup>th</sup> edition

**Course Outcomes:** At the end of this course the student will

- A. Demonstrate the general rules of table settings and service.
- B. Describe specific American, English, French and Russian Service.
- C. Discuss procedures for processing guest checks using current technology.
- D. Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.
- E. Demonstrate inter-relationship and work flow between dining room and kitchen operations.
- F. Discuss industry efforts to combat excessive consumption.

**To achieve the learning outcomes, the student will**

- 1. Set up and serve a variety of styles of both hot and cold buffets as well as a variety of styles of service including a la carte style service. (A,B,C)
- 2. Plan and execute a meal and serve it in a timely manner. (D)
- 3. Provide food and service for catered events. (A,C,D,E,F)
- 4. Daily meal preparation and service. (A,E,F)
- 5. Discuss service methods such as banquets, buffets, catering and a la carte.(A,B)
- 6. Discuss training procedures for dining room staff.(D)
- 7. Discuss sales techniques for service personnel including menu knowledge and suggestive selling. (D,E)

**Course Requirements:** Students must participate in a minimum of 16 Culinary Arts Meals served to the public (counts over 2 semesters).

**Course Grading:** The grade for this course is based on attendance, assignments including planning and executing a specific menu type, dining room service and daily grades

**Grading Scale:**

90-100	A
80-89	B
70-79	C
60-69	D
0- 59	F

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