

Bossier Parish Community College
Master Syllabus

Course Prefix and Number: CULA160

Credit Hours: 1-1-1

Course Title: Dining Room Service

Prerequisites: None

Text: ManageFirst: Customer Service (W/ Online Testing Voucher). 2nd ed. Pearson.
ISBN: 9780132724548

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.

Learning 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; and
- F. Discuss industry efforts to combat excessive consumption.

To achieve the learning outcomes, the student will or will be able to:

(The letter designations at the end of each statement refer to the learning outcome(s).)

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); and
7. Discuss sales techniques for service personnel including menu knowledge and suggestive selling. (D, E)

Course Requirements:

- To pass the course, student must achieve a course average of 70% or above.
- Students must have access to a computer (not mobile device), Microsoft Office, and the Internet to complete the assignments. Computer, software, and the Internet are available to students on campus during scheduled computer lab times and in the Learning Commons located in the BPCC Library.
- Students are required to use BPCC's LMS and My Culinary Labs and are encouraged to use the BPCC Library to research topics and employment opportunities.

Course Grading Scale:

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

Attendance Policy:

Each student is expected to attend class regularly; excessive unexcused absences constitute grounds for suspension. Refer to the student handbook for [Attendance Policy](#).

Course Fees: This course is accompanied with an additional non-refundable fee for supplemental materials, laboratory supplies, software licenses, certification exams and/or clinical fees.

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Equity/Compliance Coordinator

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