

Prepared by the Department of Business

Date of Departmental Approval: December 4, 2017

Date Approved by Curriculum and Programs: January 24, 2018

Effective: Fall 2018

1. Course Number: CUL 210
Course Title: Dining Room Operations and Service

2. Description: This course provides instruction in and practical application of the operation of a dining room with emphasis on quality guest service. Topics include “front of the house” organization, methods of table service, menu terminology, table arrangement, requirements for supplies and equipment, suggestive selling techniques, and revenue control and analysis. Personnel issues will include hiring, training, writing personal resumes, and strengthening interviewing skills. Students will serve meals prepared in a restaurant setting during the course of the semester. (2 lecture hours, 4 lab hours)

3. Student Learning Outcomes (instructional objectives: intellectual skills):

Upon successful completion of this course, students are able to do the following:

- Demonstrate the general rules of table settings.
- Explain and demonstrate American, English, French and Russian service.
- Discuss food delivery systems.
- Describe and demonstrate training procedures for a dining room staff.
- Explain the guest cycle in terms of contact between guest and employee.
- Explain the importance of the product/service mix in relation to the dining room
- Explain the importance of communication in reference to the inter-relationship
- Between food production and foodservice personnel.
- Explain and demonstrate sales techniques for check building.
- Apply managerial decision making based upon statistical data.

4. Credits: 4 credits

5. Satisfies General Education Requirement: No

6. Prerequisite: HRM140 (Introduction to Hospitality Management) or CUL150 (Fundamentals of Professional Cooking)

7. Semester(s) Offered: Spring

8. Suggested General Guidelines for Evaluation: Written and practical examinations, group projects, homework assignments, class participation and a written research project.

9. General Topical Outline (Optional):

- I. Dining Room Operations
 - a. The general rules of table settings.
 - i. Related to the menu
 - b. Explain and demonstrate variety of service and delivery types.
 - i. American Service
 - ii. English Service
 - iii. French Service
 - iv. Russian Service
 - c. Describe and demonstrate training procedures for a dining room staff.
 - i. Table assignments with reservations
 - ii. Guest greeting and seating
 - iii. Menu presentation
 - iv. Order taking and delivery to the kitchen

- v. Food pick-up, delivery and check back at the table
 - vi. Check presentation and cash out
 - d. Guest Service
 - i. Demonstrates proper hospitality business etiquette.
 - ii. Greets each guest courteously and respectfully; makes proper introductions; interacts with each guest in a professional manner.
 - iii. Fulfills guest needs
 - a. Identifies guest needs; assesses ability to meet guest needs; develops action plan; contacts and works in conjunction with other students in fulfilling those needs, where necessary; completes related paperwork.
 - iv. Complies with generally accepted hospitality industry practices concerning lines of communication and workflow.
- II. Managerial Duties
 - a. End of day dining room report
 - i. Number of guests
 - ii. Average check
 - ii. Menu sales analysis
 - b. Cash and credit card recap
 - i. Verifies information accuracy, completeness and quality; edits/revises written information correctly.
 - ii. Interprets and completes tasks from written material accurately and efficiently.
 - iii. Fills out necessary forms legibly, completely and accurately
 - c. Closing down the dining room