

El Paso Community College

Syllabus

Part II

Official Course Description

| | |
|---------------------------------|---|
| SUBJECT AREA | <u>Culinary Arts and Related Sciences</u> |
| COURSE RUBRIC AND NUMBER | <u>RSTO 1204</u> |
| COURSE TITLE | <u>Dining Room Service</u> |
| COURSE CREDIT HOURS | <u>3 2 :</u> <u>1</u> |
| | Credits Lec Lab |

I. Catalog Description

Introduces the principles, concepts, and systems of professional table service. Includes topics on dining room organization, scheduling, and management of food service personnel. Examines people skills, proper guest relations and service of meals. **Corequisite: TRVM 1201. (2:1). Lab fee.**

II. Course Objectives

- A. Unit I. Service Management, Leadership, and Menu Development
 - 1) Determine the value and role of the guest.
 - 2) Define management’s role as well as specific management duties
 - 3) Define the role of staff personnel
 - 4) Identify the types of menus
 - 5) Identify the categories needed on menus and proper layout of menus\
 - 6) Maintain reservation systems.

- B. Unit II. Dining and Beverage Service
 - 1) Identify the serving staff positions
 - 2) Define the types of service
 - 3) Identify the key points to providing superior service
 - 4) Determine types of bars
 - 5) Identify the procedures for safely serving alcohol

- C. Unit III. Facilities, Equipment, Safety and Sanitation, and Controls
 - 1) Identify the key-points of purchasing, as they relate to equipment
 - 2) Determine contributing factors of facility layout and design
 - 3) Identify sanitation and safety issues
 - 4) Determine appropriate controls for labor and sales
 - 5) Perform basic equipment maintenance.
 - 6) Identify functions of various stations.

- D. Unit IV. Restaurants and Catered Events
 - 1) Define USP
 - 2) Identify theme restaurants and more traditional style restaurants
 - 3) Identify key elements to successful catered events
 - 4) Determine staffing needs and setup times needed in catered events
 - 5) Perform daily pre- and post-shift walkthroughs.
 - 6) Perform predetermined FOH and BOH opening and closing procedures.
 - 7) Display multi-tasking abilities in FOH and BOH.

- E. Unit V. Room Service and On-site Food Service Operations
 - 1) Identify common room service issues
 - 2) Determine procedures used for room service
 - 3) Identify major market segments
 - 4) Determine the need for on-site food services

III. THECB Learning Outcomes (WECM)

- 1. Identify and utilize equipment and supplies used in table service.
- 2. Specify the five types of table service and the serving sequence for each type of service.
- 3. Properly prepare dining room and side station for service.
- 4. Explain the relationship of waitstaff to customers and their perception of the establishment.
- 5. Employ principles of dining room organization, scheduling, and management of food service personnel.

IV. Evaluation

A. Pre-assessment

Instructors should check each student's prerequisites the first week of class; those who do not qualify should be sent back to Admissions. Students should pass any applicable safety tests during the first week. The instructor should counsel students regarding specific safety issues.

B. Challenge Exam

Students who wish to challenge the course should contact the Testing Center and the Instructional Dean. Challenges must be accomplished before the census cut-off date. Students who have previously received a W or a letter grade for the course are not eligible to challenge this course.

C. Post-Assessment

1) The instructor will maintain a continuous record of each student's progress on an institutionally approved grade sheet or computerized substitute. All instructors must keep records in such a way that information would be clear to a second party having to check grade computation in special cases. An explanatory legend should be provided on the grade sheet.

2) The evaluation of the sauces should be based on the student's mastery of the assigned objectives. In addition to Dining Room Service preparations, the instructor may require quizzes and exercises on cooking methods, terminology, and use of tools. The instructor may also require researching of recipes.

It is essential that student do assignments throughout the semester. These units are to be seen as overlapping and intertwined with one another.

Any projects will be devised at the instructor's discretion. In addition to Dining Room Service fabrication, they may include but are not limited to the following: entrée preparation, starch and vegetable preparation, and dessert plate-ups. Instructors are strongly encouraged to require that recipe research be typed or composed on a word processor or computer.

D. Final Examination

A final examination is required in all Culinary and Restaurant Management Classes. The exam should consist of (or at least include) a written test and/or a hands-on preparation given in class/lab during the scheduled final examination period.

If the instructor determines the final Dining Room Service fabrication and/or written exam do not reflect a satisfactory mastery of the course objectives, the exam may be used as a justification for failing the student for the course. In such cases, it is advisable to have one other instructor confirm the evaluation of the work.

If the instructor judges that the final Dining Room Service fabrication and/or written exam meet the course objectives satisfactorily, the work will be graded and may be averaged in with the other course work to determine the course grade.

E. Grading Percentages

Grade percentages for determining the course grade may be devised by the individual instructor, but the in-class projects will account for at least 70% of the student's grade. At the instructor's discretion, the grade for the final exam may be averaged as part of the 70%.

F. Remediation

At the instructor's discretion, students may be allowed to retest for higher grades. Students seeking additional help may obtain tutoring assistance from the Chef Instructor as time permits.

G. Grading Scale:

| | |
|--------------|-------------------------|
| A = 90 – 100 | I = Incomplete |
| B = 80 – 89 | W = Withdrew/ Withdrawn |
| C = 70 – 79 | |
| D = 60 – 69 | |
| F = below 60 | |

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.