

**CUL 256 Course Outline as of Summer 2017****CATALOG INFORMATION**

Dept and Nbr: CUL 256 Title: FRONT HOUSE OPERATIONS

Full Title: Front House Operations

Last Reviewed: 1/23/2023

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	4.50	Lecture Scheduled	1.75	17.5	Lecture Scheduled	30.63
Minimum	4.50	Lab Scheduled	8.25	6	Lab Scheduled	144.38
		Contact DHR	0		Contact DHR	0
		Contact Total	10.00		Contact Total	175.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 61.25

Total Student Learning Hours: 236.25

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

**Catalog Description:**

Development of Front House skills, including table service, large party service, wine pairing and service, and P.O.S. (Point of Sale) system within a full service restaurant environment.

**Prerequisites/Corequisites:**

Course Completion or Current Enrollment in CUL 250 or DIET 50

**Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**

Age 18 or older

**Schedule of Classes Information:**

Description: Development of Front House skills, including table service, large party service, wine pairing and service, and P.O.S. (Point of Sale) system within a full service restaurant environment. (Grade Only)

Prerequisites/Corequisites: Course Completion or Current Enrollment in CUL 250 or DIET 50

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment: Age 18 or older

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>CSU GE:</b>	<b>Transfer Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>IGETC:</b>	<b>Transfer Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>CSU Transfer:</b>		<b>Effective:</b>	<b>Inactive:</b>
<b>UC Transfer:</b>		<b>Effective:</b>	<b>Inactive:</b>

**CID:**

**Certificate/Major Applicable:**

Both Certificate and Major Applicable

## **COURSE CONTENT**

### **Student Learning Outcomes:**

At the conclusion of this course, the student should be able to:

1. Demonstrate procedures in Front House that ensure a safe and sanitary workplace.
2. Demonstrate a variety of Front House skills resulting in customer satisfaction.
3. Identify customer service issues and apply techniques that result in a positive outcome.

### **Objectives:**

Students will be able to:

1. Assemble a side stand to support smooth and timely service.
2. Properly wait, serve, and clear tables in a station for a variety of menu styles, including large party service.
3. Describe the principles of food and wine pairing and demonstrate proper wine service.
4. Employ appropriate skills in a variety of Front House positions in the restaurant.
5. Use P.O.S. (Point of Sale) system efficiently and correctly.
6. Clean and maintain a working restaurant area, including all equipment in dining, retail, and dry and cold storage areas utilizing safe and proper sanitation and safety practices.
7. Demonstrate professionalism in the workplace.
8. Demonstrate appropriate customer service techniques.

### **Topics and Scope:**

#### **I. Table Service**

- A. Safety and sanitation
  1. handling service wares
  2. handling food
- B. Table settings
- C. Serving utensils
  1. tabletop
  2. food service tools
- D. Service station
- E. Tray service

- F. Plate service
- G. Sequence of service
- H. Customer service issues
- I. Point of Sales (P.O.S.) use
- J. Fundamentals of large party service
- II. Wine Pairing and Service
- III. Front House Positions in the Restaurant
- IV. Professionalism
  - A. Teamwork
  - B. Organized production
  - C. Maintain a positive attitude
  - D. Time management skills
  - E. Professional appearance
  - F. Communication skills

All topics are covered in both the lecture and lab parts of the course

### Assignment:

#### Lecture Related Assignments:

1. Weekly written reports (1 page)
2. Two performance reviews, including self-evaluation
3. Reading of instructor provided materials
4. Quizzes (3-5)
5. Final exam

#### Lab Related Assignments:

1. Sidework and station assignments
2. Tableside and wine service performance
3. Perform daily sidework duties

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Weekly reports, secret shopper report.

Writing  
5 - 10%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Tableside and wine service performance.

Problem solving  
5 - 10%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Sidework and station assignments. Tableside and wine service performance and evaluation

Skill Demonstrations  
50 - 60%

**Exams:** All forms of formal testing, other than skill performance exams.

Quizzes and final exam: Multiple choice, true/false, matching items, completion, short answer.

Exams  
20 - 30%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

Attendance, participation, professionalism.

Other Category  
10 - 20%

**Representative Textbooks and Materials:**

Instructor prepared materials