

CUL 256 Course Outline as of Spring 2004**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	2.00	17.5	Lecture Scheduled	35.00
Minimum	4.50	Lab Scheduled	7.50	8	Lab Scheduled	131.25
		Contact DHR	0		Contact DHR	0
		Contact Total	9.50		Contact Total	166.25
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

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-of-the-house skills, including table service, banquet service, host/hostess duties, and maintenance of front-of-the-house operations. Includes an introduction to human resource aspects of the table service profession, leadership and management styles, and the legal aspects of restaurant management. P.O.S. (Point of Sale) system will be introduced.

Prerequisites/Corequisites:

Completion of or concurrent enrollment in CUL 250 AND CUL 250.1.

Recommended Preparation:**Limits on Enrollment:****Schedule of Classes Information:**

Description: Development of front-of-the-house skills, including table service, banquet service, host/hostess duties, and maintenance of operations. Introduction to human resources aspects of the profession and the P.O.S. system. (Grade Only)

Prerequisites/Corequisites: Completion of or concurrent enrollment in CUL 250 AND CUL 250.1.

Recommended:
Limits on Enrollment:
Transfer Credit:
Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer:		Effective:	Inactive:
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Upon completion of this course, the student will be able to:

1. Manage a station in a working restaurant.
2. Properly handle service wares with consideration to sanitation and safety.
3. Properly set a table for a variety of menu styles.
4. Assemble a side stand to support smooth and timely service.
5. Properly wait, serve, and clear a table.
6. Serve wine properly at tableside.
7. Order, purchase, and properly store wine.
8. Greet and seat customers and perform other tasks expected of a restaurant host/hostess.
9. Recruit, select, and interview potential employees.
10. Describe key elements of restaurant management.
11. Use POS (Point of Sale) system efficiently and correctly for order taking, closing checks, cash-out reporting.
12. Identify various materials, equipment, ware, and utensils found in the front-of-the-house and apply correct principles and procedures for washing, sanitizing, and maintaining by both manual and mechanical means.
13. Properly identify and use cleaning and sanitizing chemicals.
14. Utilize proper ware storage techniques.
15. Clean and maintain a working restaurant area, including all equipment and dining and dry and cold storage areas, utilizing safe and proper sanitation and safety practices.
16. Requisition cleaning and maintenance supplies as needed.
17. Follow a cleaning schedule and maintain an accurate maintenance log.
18. Recycle materials and properly dispose of waste.

19. Describe the purpose of the Material Safety Data Sheets binder and locate product data sheets therein.
20. Implement basic electrical and plumbing maintenance measures and fire and safety emergency procedures.

Topics and Scope:

I. Table Service

- A. Handling service wares
 1. safety
 2. sanitation
- B. Table settings for a variety of menu styles
- C. Serving utensils
 1. identification
 2. location within the setting
 3. proper offering and removal
- D. The side stand
 1. function
 2. contents
 3. assembling
- E. Serving from a tray
 1. proper way to carry
 2. efficient loading
 - a. clean plates
 - b. soiled plates
- F. Serving a plate
 1. proper hand carrying technique
 2. proper service
- G. Clearing a table
- H. Taking a food order
 1. Menu terminology
 2. Properly write an order
 3. Transmit orders to kitchen or prep area
 4. Methods of suggestive selling
 5. Preparing the check
 6. Using a cash register and making change
 7. Filing and accounting for checks in a responsible manner
- I. Customer relations -- Do's and Don'ts
- J. P.O.S. (Point of Sale system)
 1. Overview of system
 2. Data entry
 3. Changes, deletions, additions
 4. Finalizing and presenting the check
 5. Cash-out reporting
- K. Fundamentals of banquet service

II. Wine Service

- A. Wine service
 1. Correct glassware for different wine varietals
 2. Reading and interpreting labels
 3. Describing wine using the language of wine
 4. Proper techniques for opening wine bottles using a variety of openers

- 5. Wine lists
- B Purchasing
- C Proper storage procedures
- III. Host/Hostess Duties
 - A. Greet and seat
 - B. Other duties
 - C. Professionalism
- IV. Leadership and Management
 - A. Introduction to personnel management
 - 1. Management concepts
 - 2. Effective communication
 - 3. Recruiting, selecting, and interviewing
 - 4. Training and supervision procedures
 - 5. Performance appraisal
 - a. methods
 - b. practices
 - c. problems
 - 6. Team building
 - B. Key elements of restaurant management
 - 1. Elements of a desirable working environment
 - 2. Role of the chef supervisor/manager
 - a. attributes
 - b. skills
 - c. duties
 - 3. Kitchen management
 - C. Legal aspects of food service management
 - 1. Federal regulations
 - 2. State regulations
 - 3. Sexual harassment
- V. Front-of-the-house maintenance
 - A. Proper food storage procedures
 - 1. Dry storage areas
 - 2. Cold storage areas
 - 3. Proper ware storage procedures
 - B. Principles and procedures for cleaning and sanitizing
 - 1. Identifying cleaning compounds and chemicals
 - 2. Cleaning, sanitizing, and maintenance procedures for all areas
 - 3. Cleaning schedules and maintenance logs
 - 4. Basic electrical and plumbing maintenance
 - C. Safety
 - 1. MSDS binder
 - a. purpose
 - b. locating product data sheets
 - c. how to read and interpret
 - 2. First aid procedures
 - 3. Using a fire extinguisher
 - 4. Proper lifting techniques
 - 5. Basic electrical and plumbing maintenance measures

Assignment:

- 1. Table service and waiting assignments.

2. Tableside wine service skill demonstrations.
3. Write a job description and a classified ad for a front-of-the-house position.
4. Write interview questions and conduct a mock interview.
5. Conduct a mock performance review.
6. Role play practical management/supervision techniques.
7. Assemble tools and cleaning supplies and demonstrate cleaning, sanitizing, and maintenance procedures.
8. Five to seven quizzes; final exam.

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.

Job description & classified ad; interview Qs.

Writing
20 - 30%

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

None

Problem solving
0 - 0%

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

Class performances

Skill Demonstrations
40 - 50%

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

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:

Remarkable Service: A Guide to Winning and Keeping Customers for Servers, Managers, and Restaurant Owners. Culinary Institute of America: 2001.
Food service and wine industry publications.
Instructor prepared materials.