

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	4.00	8	Lecture Scheduled	32.00
Minimum	4.50	Lab Scheduled	15.00	8	Lab Scheduled	120.00
		Contact DHR	0		Contact DHR	0
		Contact Total	19.00		Contact Total	152.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 64.00

Total Student Learning Hours: 216.00

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, wine service, food and wine pairing, host/hostess duties, P.O.S. (Point of Sale) system, and maintenance of front-of-the-house operations. Includes an introduction to human resource aspects of the table service profession, leadership and management skills.

**Prerequisites/Corequisites:**

**Recommended Preparation:**

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: Development of front-of-the-house skills, including table service, banquet service, wine service, food and wine pairing, host/hostess duties, P O S (Point of Sale) system, and maintenance of front-of-the-house operations. Includes an introduction to human resource aspects of the table service profession, leadership and management skills. (Grade Only)  
Prerequisites/Corequisites:

Recommended:  
Limits on Enrollment:  
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>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>		Effective:	Inactive:
<b>UC Transfer:</b>		Effective:	Inactive:

**CID:**

**Certificate/Major Applicable:**

Both Certificate and Major Applicable

## **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. Describe the principles of food and wine pairing.
8. Greet and seat customers and perform other tasks expected of a restaurant host/hostess.
9. Use POS (Point of Sale) system efficiently and correctly for order taking, closing checks, cash-out reporting.
10. 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.
11. Properly identify and use cleaning and sanitizing chemicals.
12. Utilize proper ware storage techniques.
13. 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.
14. Requisition cleaning and maintenance supplies as needed.
15. Follow a cleaning schedule and maintain an accurate maintenance log.
16. Recycle materials and properly dispose of waste.
17. Demonstrate professionalism in the workplace.

## **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. Proper techniques for opening wine bottles using a variety of openers
- B. Proper storage procedures

### **III. Food and Wine Pairing**

- A. Planning and service of a prix fixe food and wine event
- B. Principles of food and wine pairing

### **IV. Host/Hostess Duties**

- A. Greet and seat

- B. Other duties
- C. Professionalism
- V. Leadership and Management
  - A. Introduction to personnel management
    - 1. Management concepts
    - 2. Effective communication
    - 3. Dining room job descriptions
    - 4. Training and supervision procedures
    - 5. Performance appraisal
  - B. Team building
- VI. 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
  - C. Safety
    - 1. First aid procedures
    - 2. Using a fire extinguisher
    - 3. Proper lifting techniques

**Assignment:**

1. Table service and waiting assignments (hands-on service).
2. Tableside wine service skill demonstrations.
3. Write a job description and a classified ad for a front-of-the-house position.
4. Role play practical management/supervision techniques.
5. Assemble tools and cleaning supplies and demonstrate cleaning, sanitizing, and maintenance procedures.
6. Quizzes (3-5)
7. Two performance reviews (including self-evaluation), graded as problem solving and skill demonstration.
8. Final exam.
9. Adhere to standards of professionalism:
  - a. teamwork
  - b. well-organized production
  - c. good interpersonal skills
  - d. positive, respectful attitude
  - e. good work habits, including punctuality and professional appearance

**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.	Writing 20 - 30%
<b>Problem Solving:</b> Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.	
Performance evaluations.	Problem solving 20 - 30%
<b>Skill Demonstrations:</b> All skill-based and physical demonstrations used for assessment purposes including skill performance exams.	
Performance exams	Skill Demonstrations 20 - 30%
<b>Exams:</b> All forms of formal testing, other than skill performance exams.	
Multiple choice, True/false, Matching items, Completion, Short answer.	Exams 20 - 30%
<b>Other:</b> 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.