CUL 256 Course Outline as of Fall 2015

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 Wee	k	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:

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: Transfer Credit:

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

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

Assignment:

- 1. Lab; Sidework and station assignments
- 2. Lab; Tableside and wine service performance
- 3. Lab; Perform daily sidework duties
- 4. Quizzes (3-5)
- 5. Two performance reviews, including self-evaluation
- 6. Final exam
- 7. Weekly written reports (1 page)
- 8. Reading of instructor provided materials

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.

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

Tableside and wine service performance.

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

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

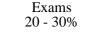
Quizzes and final exam: Multiple choice, true/false, matching items, completion, short answer.

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

Wr	iting
5 -	10%

Problem solving 5 - 10%

Skill Demonstrations 50 - 60%



Attendance, participation, professionalism.

Representative Textbooks and Materials: Instructor prepared materials

Other Category 10 - 20%