

CUL 256 Course Outline as of Fall 2020**CATALOG INFORMATION**

Dept and Nbr: CUL 256 Title: REST. DINING RM SERVICE

Full Title: Restaurant Dining Room Service

Last Reviewed: 2/3/2020

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00	Lecture Scheduled	0.75	17.5	Lecture Scheduled	13.13
Minimum	2.00	Lab Scheduled	4.00	6	Lab Scheduled	70.00
		Contact DHR	0		Contact DHR	0
		Contact Total	4.75		Contact Total	83.13
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 26.25

Total Student Learning Hours: 109.38

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

Prerequisites/Corequisites:

Course Completion or Concurrent Enrollment in CUL 250 (OR DIET 50); AND Minimum Age 18 or older

Recommended Preparation:

Eligibility for ENGL 100 or ESL 100 or equivalent

Limits on Enrollment:

Age 18 or older

Schedule of Classes Information:

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

Prerequisites/Corequisites: Course Completion or Concurrent Enrollment in CUL 250 (OR DIET 50); AND Minimum Age 18 or older

Recommended: Eligibility for ENGL 100 or ESL 100 or equivalent

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:

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

IGETC:	Transfer Area	Effective:	Inactive:
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CSU Transfer:	Effective:	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

Certificate/Major Applicable:

Both Certificate and Major Applicable

COURSE CONTENT

Student Learning Outcomes:

Upon completion of the course, students will be able to:

1. Demonstrate procedures in restaurant dining room service operations that ensure a safe and sanitary workplace.
2. Demonstrate a variety of restaurant dining room service 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. Apply safety and sanitation standards to all equipment and supplies in the dining room, service stations, dry and cold storage areas, scullery and retail bakery.
2. Set up the dining room to support smooth and timely service.
3. Properly serve and clear tables in a station for a variety of menu styles, including large party service.
4. Demonstrate appropriate customer service techniques.
5. Describe the principles of food and wine pairing and demonstrate proper wine service.
6. Employ appropriate skills in a variety of Front House positions in the restaurant.
7. Use P.O.S. system efficiently and correctly.
8. Demonstrate professionalism in the workplace.

Topics and Scope:

- I. Sanitation and Safety
 - A. Food and beverage service
 - B. Service station maintenance
 - C. Scullery (dish room) procedures
 - D. Retail bakery operations

- II. Table Service
 - A. Table settings
 - B. Plate service
 - C. Tray service
 - D. Large party service
 - E. Sequence of service
 - F. Suggestive selling techniques
 - G. Customer service issues
 - H. P.O.S. use
- III. Wine and Food Pairing and Service
- IV. Front House Positions in the Restaurant
- V. Professionalism and Soft Skills
 - A. Teamwork
 - B. Organized production
 - C. Positive attitude
 - D. Time management
 - E. Professional appearance
 - F. Communication skills

Concepts presented in lecture are applied and practiced in lab.

Assignment:

Lecture-Related Assignments:

1. Self-evaluation performance review(s)
2. Reading of instructor provided materials (3-7 pages per week)
3. One to three written reports (1-3 pages)
4. Quizzes (3-5)
5. Written final exam

Lab-Related Assignments:

1. Daily progress reports (1 page)
2. Station assignments
3. Tableside service performance
4. Wine service performance
5. Perform daily sidework duties
6. Problem solving service issues
7. Secret Shopper report

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.

Daily progress reports, self-evaluation performance review(s), written reports, Secret Shopper report

Writing
15 - 25%

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

Problem solving customer service issues

Problem solving
15 - 25%

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
20 - 30%

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

Quizzes and final exam

Exams
10 - 20%

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