

# FBM A190: BUFFET AND CATERING SERVICE

Item	Value
Curriculum Committee Approval Date	03/06/2024
Top Code	130710 - Restaurant and Food Services and Management
Units	1.5 Total Units
Hours	63 Total Hours (Lecture Hours 9; Lab Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	Yes
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S)

## Course Description

This course familiarizes students with the essential knowledge and skills required for professional food and beverage front-of-the-house service, encompassing buffet and catering operations. PREREQUISITE: FBM A102 or FSM A160 or concurrent enrollment. Transfer Credit: CSU.

## Course Level Student Learning Outcome(s)

1. Prepare dining room and workstations for buffets and execute buffet service using proper service procedures, equipment, tools, and sanitation practices.

## Course Objectives

- 1. Gain a thorough understanding of the practical elements of the food and beverage front-of-the-house service industry.
- 2. Acquire comprehensive knowledge of buffet service procedures, encompassing: a. Welcoming guests b. Assisting with guest seating c. Taking drink orders d. Addressing inquiries regarding menu/buffet selections e. Serving guests at buffet stations f. Providing beverages to guests based on designated position numbers g. Ensuring table upkeep h. Processing guest payments
- 3. Complete opening and closing checklists for all buffet service job functions.
- 4. Set up buffet tables and arrange the dining room for catered events.
- 5. Examine menus to confidently respond to guest inquiries and identify allergens effectively.
- 6. Adhere to appropriate protocols for maintaining and restocking buffet tables.
- 7. Handle challenging scenarios such as guest complaints, peak service periods, and attending to special requirements.
- 8. Efficiently utilize the point of sale (POS) system for guest transactions.

## Lecture Content

Understand the economic importance of the restaurant industry. Professional Appearance Learn guidelines for maintaining good professional server health. Learn good personal grooming standards for improving on-the-job professional server appearance. Identify the personal grooming guidelines that are basic for servers. Understand the value and importance of good body language, poise, and posture. Table Service, Table Setting, and Napkin Presentations Understand and explain the five distinctive methods of service styles. Explain how service teams function in fine-dining restaurants. Describe the functions of family service, counter service, banquet service, and room service. Explain the proper placement of a tablecloth on a table being prepared to serve guests. Explain and demonstrate correct flatware placement. Describe and demonstrate correct glassware placement. Explain traditional breakfast, lunch, dinner, and formal dinner table settings. Demonstrate a range of napkin folds. Service Readiness Comprehend the responsibilities that support good service. Understand the importance of opening and closing side-work. Describe the atmosphere and setting of a dining room ready to serve guests. Understand how a menu is designed and functions. Recognize guest s menu expectations. Serving Food and Beverages Explain the general rules and techniques for proper table service. Understand and explain service etiquette. Know the procedures to follow for removing dishes and flatware. Describe the proper way to serve guests seated at a booth. Understand and describe the role of the bartender/server. Define and recognize service priorities , including the importance of correct timing. Understand and explain the responsibilities of a server s assistant. Explain the procedures to follow in order to properly buss a table, using a cart or a tray. Describe the proper protocol for responding to customer complaint issues. Beverage and Beverage Service Know the correct procedure for serving bottled water. Explain the different types of coffee drinks. Describe how tea is prepared and served. The Technology of Service Recognize the benefits of technology in the restaurant industry. Understand and explain the areas of improved guest service when technology is properly implemented. Know the functions of handheld touch-screen tablets. Discuss the advantages of tabletop tablets. Describe the purpose of a kitchen production screen and explain how it works. Know how a handheld pay-at-the-table device functions. Recognize the effectiveness of training with technology. Understand online table reservation applications. Describe how table service management applications function. Describe the functions of a restaurant website. Dining Room Management Understand the duties, functions, and responsibilities of a ma tre d or host. Identify the role of the chef during a menu meeting. Understand the functions of managing reservations. Understand the appropriate way to greet and welcome guests to the restaurant. Explain how a table service management system functions and why table selection makes a difference. Understand how the ma tre d or host should respond to guest complaints. Explain the training procedure for a new server . Banquet, Catering and Buffet Service Understand the difference between a banquet, a catered event, and a buffet. Recognize the value of using an event plan details work sheet. Recognize the value of using an event management software program. Identify the required customer information needed to initially begin the event plan. Explain the different service presentation styles. Recognize the importance of current menu pricing and customer preferences when creating the menu for a banquet, catered event, or buffet. Explain the different types of bar service available to the customer hosting a cocktail service. Understand banquet/catering room sizes and capacities by calculated measurements. Know the many accessory details that are typically available to customers. Understand event pricing and charges.

## Lab Content

Buffet equipment and tool identifications and usage Buffet table organization and decoration Buffet service procedures Greeting/ Welcoming Beverage service Food quality check Table maintenance Menu knowledge and allergen identification Using Reservation and Point-of-Sale (POS) system Making a reservation Managing guest table assignments Placing orders Processing guest charges

## Method(s) of Instruction

- Lecture (02)
- Lab (04)

## Instructional Techniques

Lecture, lab, demonstration, research

## Reading Assignments

1.5 hours per week - Reading from textbook and other sources provided by the instructor.

## Writing Assignments

1 hour per week - Written assignments, discussion boards

## Out-of-class Assignments

2.5 hours per week - Written homework, video courses, research, discussion boards

## Demonstration of Critical Thinking

Student evaluation is based on participation, lab performance, quizzes, homework, and exams

## Required Writing, Problem Solving, Skills Demonstration

Written assignments, troubleshooting guest issues, practical application of acquired skills in live lab setting

## Eligible Disciplines

Culinary arts/food technology (food service, meat cutting, baking, waiter/ w...: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.  
Restaurant management: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

## Other Resources

1. All training materials developed and distributed by the FBM program.