

FBM A195: DINING ROOM SERVICE

Item	Value
Curriculum Committee Approval Date	03/06/2024
Top Code	130710 - Restaurant and Food Services and Management
Units	2 Total Units
Hours	90 Total Hours (Lecture Hours 18; Lab Hours 72)
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

The course aims to enhance students' existing knowledge and skills by focusing on the service quality of dining room and banquet management at the Captain's Table Restaurant. Training will encompass essential service techniques, sanitation protocols, reservation procedures, and operational systems. Topics covered will range from seating arrangements, proper table settings, and communication etiquette with both the culinary team and patrons, to point-of-sale transactions, and credit card processing systems. Formerly FSM A190. PREREQUISITE: FBM A190. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Properly prepare and set up the dining room and workstation for service and identify proper service points, equipment and supplies in a restaurant dining room setting.

Course Objectives

- I To excel in front-of-house service techniques, including:
 1. Reservation management.
 2. Guest relations.
 3. Implementation of suggestive selling techniques.
 4. Ensuring efficient management of allergen-related concerns.
 5. Adhere to the comprehensive opening and closing checklists for all front-of-house roles.
 6. Apply an understanding of table service procedures within the context of an operational restaurant setting.
 7. Maintain clean reception area, dining room, service stations, bar, and dishwashing area.
 8. Handling challenging scenarios such as guest complaints, peak service periods, and attending to special requirements.
 9. Efficiently utilize the point-of-sale (POS) system for placing food orders and processing guest payments.

Lecture Content

General information Objectives of customer service Table service techniques Guest checks Sanitation and safety in service Checklist for sanitary practices Reporting accidents Emergencies Fire inspection checklist Essentials of service quality Food Food handling Serving temperatures Timing Garnish Service personnel Job descriptions Role of job descriptions Job duties and responsibilities Waiter/waitress Dishwasher Bus person Other service personnel Support Kitchen staff Expediter Station assignments Uniform standards per OCC hospitality guidelines Required traits; reliability, punctuality, attitude, mannerisms, etc. Atmosphere and furnishings Table linen and napkin folding Centerpieces Room arrangements Environment Cashiering Cash handling Credit card handling Operation of a cash register Gratuities Types of service American French Russian English Beverage and wine Counter Buffet and banquets Equipment used in preparation and service China and glassware, flatware Linen and placemats Tables, chairs, accessories Buffet equipment Centerpieces Laws and regulations

Lab Content

Proper dining room set up and break down Application of steps of service Greeting/Welcome the Guest Beverage Service Entering ordering in the POS system Marking the table Delivery of Food Food Quality Check Table Maintenance Check Presentation and Payment Table Turn Station sidework Host Station Food Runner Busser Server Bartender Floor Captain Dishwashing area for front and back of the house. Guest Communication Identify how to make a personal connection with guests. Explain the procedure to follow when taking a guest's order. Understand how to develop server enthusiasm. Describe several different types of guests. Explain how to serve guests with special needs. Describe how to anticipate the guest's needs. Understand how nonverbal cues and prompts can help the server anticipate the guest's needs. Demonstrate suggestive selling. Explain the basic guidelines for suggestive selling. Give examples of suggestive selling with the use of dining room showmanship. Identify the procedures that can help a server to conserve steps and improve service timing during rush periods. Explain what the server should do in an emergency situation. Recognize that a warm greeting and personalized service can result in loyal guests.

Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- Lab (04)
- DE Live Online Lab (04S)

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, research, quizzes, 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.