

Central Texas College

RSTO 1204

Dining Room Service

Semester Hours Credit: 2

INSTRUCTOR: _____

OFFICE HOURS: _____

I. INTRODUCTION

- A. Focuses on the excellent service that is vital to the success of every food service operation. Serving food and beverage is a significant part of any food and beverage operation.
- B. RSTO 1204 Dining Room Service, is a required course for an Associate in Applied Science degree in Hotel Management Specialization, and a degree in Food and Beverage Management Specialization. This course is also required for a certificate in Food and Beverage Management.
- C. Prerequisites: None

II. LEARNING OUTCOMES

Upon successful completion of this course, Dining Room Service, the student will be able to:

- A. Describe the importance of excellent service to a successful operation.
- B. Provide a historical overview of service.
- C. Explain how haute cuisine developed and how it influenced service.
- D. Outline the skills and behaviors common to professional servers.
- E. Explain how hiring qualified employees help an operation deliver excellent customer service.
- F. Describe laws that affect employees and employers.
- G. Explain the steps in resolving customer complaints in order to satisfy guest.

- H. Describe ways to manage service to customers with special needs.
- I. Explain the importance of mise en place for servers.
- J. Describe proper meal service and clearing for banquets, specific meals, buffets, and other types of service.
- K. List and describe the equipment typically found in the dining area of an operation and items used in table service.
- L. Describe the traditional hierarchy of a service staff.
- M. Describe receiving correct payment from customers based on accurate guest checks.
- N. Describe management functions necessary to a successful operation.
- O. Explain how motivating and training servers helps an operation deliver excellent customer service.

III INSTRUCTIONAL MATERIALS

- A. Text:
The instructional materials identified for this course are viewable through www.ctcd.edu/books

IV. COURSE REQUIREMENTS

- A. Attendance: Refer to the CTC Catalog for a detailed policy. You are expected to attend each class period with punctuality and stay in class until dismissed. Attendance rolls will be kept. Absences result in a reduction of 5 points; each tardy will result in the loss of 3 points. Excessive absences and/or tardiness may result in withdrawal from the course.
- B. Cases & Reports: Each student will be prepared to discuss and submit their case study on the date the case is due. Each case will be typed and approximately 1-2 page(s) in length.

V. Examinations

- A. There will be two examinations
Exam 1 (Mid-Term)

Exam 2 (Final)

- B. A student must be present for all examinations. No makeup examinations will be given. Students who know in advance they will be absent from an examination due to valid reasons must arrange to take an early examination. Unexpected absences due to illness or extenuating circumstances will require the student to see the instructor about individual makeup work in lieu of the missed examination.
- C. Students without excused absences will be given a zero for the examination missed.
- D. This course is a work-based learning experience that enables the student to apply specialized occupational theory, skills and concepts. A learning plan is developed by the college and employer.

VI. Grade Computation

Total points earned will determine course grade:

1000- 900	A
899 – 800	B
799 – 700	C
699 - 600	D
Below 599	F

VII. Notes and Additional Instructions

- A. Course Withdrawal: It is the student’s responsibility to officially withdraw from a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file a Central Texas College Application for Withdrawal (CTC Form 59). The withdrawal form must be signed by the student.

CTC Form 59 will be accepted at any time prior to Friday, the 12th week of classes during the 16-week fall and spring semesters. The deadline for sessions of other lengths is:

10-week session	Friday of the 8 th week
8-week session	Friday of the 6 th week
5-week session	Friday of the 4 th week

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

A student who officially withdraws will be awarded the grade of “W,” provided the student’s attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the College before they may be considered for withdrawal.

A student may not withdraw from a class for which the instructor has previously issued the student a grade of “F” or “FN” for nonattendance.

- B. Administrative Withdrawal: An administrative withdrawal may be initiated when the student fails to meet College attendance requirements. The instructor will assign the appropriate grade on CTC Form 59 for submission to the registrar.
- C. Incomplete Grade: The College catalog state, “An incomplete grade may be given in those cases where the student has completed the majority of the course work but, because of personal illness, death in the immediate family, or military orders, the student is unable to complete requirements for a course..”

Prior approval from the instructor is required before the grade of “I” is recorded. A student who merely fails for the final examination will receive a zero for the final and an “F” for the course.

- D. Cellular Phones and Electronic Devices: Cellular phones and electronic devices will be turned off while the student is in the classroom or laboratory.
- E. Americans with Disabilities Act (ADA): Disability Support Services provide services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Review the website at www.ctcd.edu/disability-support for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.
- F. Instructor Discretion: The instructor reserves the right of final decision in course requirements.
- G. Civility: Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.
- H. Honesty and Integrity: All students are required and expected to maintain the highest standards of scholastic honesty in the preparation of all course work and during examinations. The following will be considered examples of scholastic dishonesty:

1. *Plagiarism*: The taking of passages from writing of others without giving proper credit to the sources.
2. *Collusion*: Using another's work as one's own; or working together with another person in the preparation of work, unless joint preparation is specifically approved in advance by the instructor.
3. *Cheating*: Giving or receiving information on examinations.

Students guilty of scholastic dishonesty will be administratively dropped from the course with a grade of "F" and will be subject to disciplinary action.

VIII. COURSE OUTLINE

Part I

A. **Unit One**: Chapter 1: Leadership in Food and Beverage Operations

1. **Unit Objectives**: Upon successful completion of this unit, the student will be able to:
 - a) Describe current developments and trends in the food and beverage industry.
 - b) Identify and discuss the five practices of know-lead leadership.
 - c) Explain how anticipatory service, positive first impressions, and committed managers can contribute to creating positive, memorable experiences for guests.
 - d) Discuss how economic considerations impact sales in food and beverage operations, and describe how the alignment of values between a food and beverage operation and its guests can built guest loyalty.
 - e) Summarize what the phrase "thinking and acting like the owner" encompasses.

B. **Unit Two**: Chapter 2: Food and Beverage Operations

1. **Unit Objectives**: Upon successful completion of this unit, the student will be able to:
 - a) Identify staff members needed in a food and beverage operation.
 - b) Explain general issues and tasks involved in working in a food and beverage operation, such as taking a team approach to serving guests, telephone courtesy, taking reservations, tipping policies, menus, food production, service styles, point-of-sale equipment, online ordering, and service trays.
 - c) Discuss issues involving food and beverage guests, including generational issues, guest complaints, guest feedback, and retaining guests.

C. Unit Three: Chapter 3: Select Restaurant Food and Beverage Staff

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe how restaurants attract and retain food and beverage staff.
 - b) Summarize typical restaurant server responsibilities.
 - c) Summarize typical bus person responsibilities.
 - d) Describe qualifications operators look for in hiring managers, and outline typical management practices, responsibilities, and incentives.
 - e) Discuss how the performance of staff members and managers can be evaluated.

D. Unit Four: Chapter 4: Select Hotel Food and Beverage Staff

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) List and discuss the tasks that banquet servers perform.
 - b) Identify in-room dining attendant duties.
 - c) Describe the food and beverage duties of concierges.

E. Unit Five: Chapter 5: Select Beverage Service Staff

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe the duties of a beverage server.
 - b) Explain the role that a bartender plays at a food and beverage operation.
 - c) Identify the rituals and procedures associated with the service of coffee, tea, beer, wine, and champagne.

F. Unit Six: Chapter 6: Responsible Alcohol Service

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Identify legal restrictions and liability issues affecting the service of alcoholic beverages.
 - b) Describe steps to take when checking identification of guests.
 - c) Explain the physical effect of alcohol in relation to the strength of drinks

and the body's rate of absorption.

- d) Discuss intervention issues, including how to identify signs of intoxication and how a "traffic light" system is used to monitor and control guests' alcohol consumption.
- e) Discuss technological aids that can help food and beverage operations serve alcohol responsibly, outline steps to take when stopping alcohol service to intoxicated guests, and describe incident reports.

G. Unit Seven: Chapter 7: Menu Development

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe the importance of the menu to food service operations, and explain typical menu-planning objectives.
 - b) Summarize important menu-planning considerations, and list and describe common types of menus.
 - c) Explain the importance of menu design and list common menu mistakes.
 - d) Summarize menu trends, and identify external and internal factors that can cause managers to change menus.

H. Unit Eight: Chapter 8: Food and Beverage Supplies and Equipment

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe procedures and issues involved with purchasing, receiving, storing, issuing, and controlling food and beverage operation supplies and equipment.
 - b) Summarize purchasing criteria for and characteristics of china, glassware, flatware, disposables, uniforms, linens, furniture, equipment, and point-of-sale systems; and discuss sustainability issues involving food and beverage supplies and equipment.

I. Unit Nine: Chapter 9: Facility Design, Décor, and Cleaning

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Explain the process necessary to plan an effective design for a food and beverage operation, including the role of a planning team and a market analysis.

- b) Describe trends in food and beverage design.
- c) Describe how space requirements and traffic-flow patterns affect an operation's overall layout.
- d) Discuss how food safety and sustainability affect design.
- e) Describe the importance of décor – specifically, color, carpet, wall coverings, decorations, lighting, ventilation, sound, music, furniture, and the exterior – to a successful food and beverage operation.
- f) Summarize cleaning issues for food and beverage facilities, including exterior and interior inspections, dining area cleaning programs, and cleaning schedules and procedures.

J. Unit Ten: Chapter 10: Sanitation, Safety, Security, Health, and Legal Issues

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe the critical role of food sanitation in food and beverage operations.
 - b) Summarize the HACCP concept of food safety and other food safety considerations,
 - c) Describe the role of staff members in ensuring food safety in relation to food handling, personal hygiene, equipment use, and facility cleanliness.
 - d) Outlines preventive steps for workplace safety and the appropriate procedures when accidents occur.
 - e) Identify the three common types of fires and how to extinguish them.
 - f) List recommendations for handling vandalism, robberies, bomb threats, and bioterrorism.
 - g) Describe the fundamentals of sound nutrition.
 - h) Explain how food and beverage operations can meet the demand for healthier menu options
 - i) Discuss food allergies.
 - j) Discuss legal issues of concern to food and beverage operations.

K. Unit Eleven: Chapter 11: Labor and Revenue Control

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Discuss labor and revenue control and explain how food and beverage managers develop labor standards for service positions.

- b) Identify factors food and beverage managers consider when constructing a staffing guide.
- c) Distinguish between fixed and variable labor in relation to food and beverage service positions.
- d) Forecast food and beverage sales using the moving average and the weighted time series methods, and discuss sales forecasting for lodging properties.
- e) Explain how food and beverage managers use staffing guides to prepare work schedules.
- f) Describe revenue control procedures for manual guest check systems and for point-of-sale guest check systems.
- g) Discuss policies for accepting personal check.
- h) Summarize guidelines for processing payment cards, and describe point-of-sale settlement devices.
- i) Distinguish the server banking system from the cashier banking system and explain how managers protect cash after collection.

Part II

L. Unit Twelve: Chapter 12: Restaurants

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe casual-dining restaurants.
 - b) Discuss fast-casual, quick-service, hotel, and fine-dining restaurants.

M. Unit Thirteen: Chapter 13: Banquets and Catered Events

- 1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe how banquets and catered events are sold –through identifying market, employing sales strategies to sell to prospective clients, and making offers.
 - b) Explain how banquets and catered events are booked and planned.
 - c) Describe function books, contracts or letters of agreement, and function sheets.
 - d) Summarize how banquet and catering operations get ready to provide service to clients during an event, from setting up function rooms to

- scheduling staff members and preparing, plating, and storing food.
- e) Describe different styles of food service.
- f) Explain various beverage payment plans for banquet-catered event clients.
- g) Discuss event themes and sustainable events.
- h) List examples of protocol issues that banquet and catering staff members must be aware of.
- i) Discuss after-service issues for banquets and catered events, including controls, gathering guest comments, and using guest feedback for improvement.

N. Unit Fourteen: Chapter 14: In-Room Dining

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) Describe typical markets for in-room dining and techniques for reaching these markets
 - b) Summarize considerations for planning and creating in-room dining menus.
 - c) Explain considerations for preparing for in-room dining, including organization, typical duties of in-room dining staff members, forecasting and staffing, facility design, inventory and equipment management, and preparations for service shifts.
 - d) Describe typical procedures for taking, routing, preparing, delivering, cleaning up after, and following up on in-room dining orders.
 - e) Explain how in-room dining provides wine service and special amenities.
 - f) Summarize in-room dining income control procedures, ways to gather guest comments, and typical guest complaints about in-room dining.
 - g) Describe the use of feedback in planning.

O. Unit Fifteen: Chapter 15: On-Site Food and Beverage Operations

1. Unit Objectives: Upon successful completion of this unit, the student will be able to:
 - a) List major market segments of the on-site food and beverage industry and the types of organizations within them.
 - b) List contract management companies and distinguish self-operated food and beverage facilities from those operated by contract management companies.
 - c) Summarize the advantages of including branded foods and food outlets in

- on-site food and beverage operations.
- d) Describe the business and industry food and beverage segment and explain how on-site food and beverage operations can reduce the subsidies they receive from their host organizations.
 - e) Discuss healthcare food and beverage service, and summarize issues important to this segment of the on-site food and beverage industry.
 - f) Describe the college and university food and beverage segments, including issues ranging from design and décor, serving policies, and menu planning to sustainability issues and summer promotions.

III. Feedback:

1. *Instructor:* As your instructor I will organize and present the course material in a manner designed to facilitate the learning process. I will evaluate your progress periodically via writing assignments and exams and provide feedback on your performance via exam scores, exam critiques, and critique of your writing assignments, etc. I am also available before and after each class period and during office hours to discuss your performance and answer questions.

2. *Student:* **As the student you are ultimately responsible for your success in this course.** It is your responsibility to attend class regularly, prepare for class by reading assigned text material, participate in class discussions, ask questions when required to improve your understanding, prepare for and complete exams, and complete all other assignments.