



Western Technical College

10317111 Dining Room Theory

Course Outcome Summary

Course Information

Description	This course introduces the principles, concepts, and systems of professional table service. Topics include dining room organization, scheduling, and management of food service personnel, with an emphasis on developing appropriate customer service skills.
Career Cluster	Hospitality and Tourism
Instructional Level	Associate Degree Courses
Total Credits	1
Total Hours	18

Textbooks

Remarkable Service. 3rd Edition. Copyright 2014. Culinary Institute of America. Publisher: John Wiley & Sons, Inc. **ISBN-13**: 978-1-118-11687-6. Required.

Learner Supplies

White shirt (short sleeve with button down collar) - \$15-20. **Vendor**: To be discussed in class. Required.

Black Polo Shirt - \$20. **Vendor**: Campus Shop. Required.

Course Competencies

1. Explore the meaning of hospitality and customer service.

Assessment Strategies

- 1.1. Written Product
- 1.2. Case Study

Criteria

You will know you are successful when

- 1.1. you define the meaning of hospitality.
- 1.2. you list examples of positive customer service.
- 1.3. you identify personal qualities of a professional front of the house employee.

- 1.4. you list benefits of quality customer service.
- 1.5. you explain how effective communication affects customer service.
- 1.6. you explain how inter-relationships between kitchen and dining room affect work flow.
- 1.7. you have a plan to handle difficult situations and accommodations for the disabled.

Learning Objectives

- 1.a. Define hospitality and service.
- 1.b. List components of excellent customer service.
- 1.c. Articulate the benefits of good customer service.
- 1.d. Explain how effective communication relates to service.
- 1.e. Identify personal qualities necessary to become a professional front of the house employee.
- 1.f. Explain inter-relationships and work flow between the dining room and the kitchen.
- 1.g. Define soft skills needed to work in the front of the house.
- 1.h. Demonstrate an understanding of guest services and customer relations, including the handling of difficult situations and accommodations for the disabled.
- 1.i. Discover why the focus is on the guest at all times.

2. Investigate the various styles of service.

Assessment Strategies

- 2.1. Written Product
- 2.2. Written Quiz

Criteria

You will know you are successful when

- 2.1. you describe the different types of service found in the food service industry.
- 2.2. you correctly use jargon specific to the front of the house.
- 2.3. you understand the hierarchy of positions in the front of the house.
- 2.4. you identify the different types of menus used in the industry.
- 2.5. you list, in order of service, the different courses in a menu.
- 2.6. you identify the different types of menus used in the industry.

Learning Objectives

- 2.a. Describe American, English, French, and Russian service.
- 2.b. List the various components of each style of service.
- 2.c. Explain the classic hierarchy found in the front of the house.
- 2.d. Select the appropriate industry jargon to use in a service setting.
- 2.e. Articulate the sequence of courses in a menu.
- 2.f. Describe the different types of menus used in the industry.
- 2.g. Examine the general rules of table setting and service.
- 2.h. Examine the general rules of table setting and service.

3. Illustrate the importance of sanitation and safety in front of the house operations.

Assessment Strategies

- 3.1. Written Product
- 3.2. Written Quiz

Criteria

You will know you are successful when

- 3.1. you explain why cleanliness is important in the dining room.
- 3.2. you articulate the importance of food safety.
- 3.3. you recognize safe work practices and procedures.
- 3.4. you recognize important fire safety practices.
- 3.5. you recognize the importance of allergen training in the dining room.
- 3.6. you demonstrate proper hygiene and grooming practices.

Learning Objectives

- 3.a. Explain the importance of cleanliness in the dining room.
- 3.b. Discuss the importance of food safety.
- 3.c. Recognize safe work practices and procedures.

- 3.d. Examine important fire safety practices.
- 3.e. Explore the importance of acknowledging food allergies in a service setting.
- 3.f. List personal hygiene and grooming issues that affect sanitation and safety in the front of the house.
- 3.g. Describe how to prepare wares for service, including storage, polishing, and cleaning.