



Western Technical College

10317130 Dining Room Operations

Course Outcome Summary

Course Information

Description	Customer service for special functions, banquets, receptions and restaurant operations will be taught. Styles of service will be discussed. Menu terminology, cash register procedures and controls, host/hostessing, bussing procedures, appropriate table settings and order taking are included.
Career Cluster	Hospitality and Tourism
Instructional Level	Associate Degree Courses
Total Credits	1
Total Hours	72

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

Name Pin - \$5.00. **Vendor**: To be discussed in class. Required.

Black Pants - \$25-30. **Vendor**: To be discussed in class. Required.

Black shoes with non-slip soles (no tennis) - \$35-40. **Vendor**: To be discussed in class. Required.

Black baseball cap with Western's Logo - \$25 or other suitable hair restraint. **Vendor**: Campus Shop. Required.

Chef Coat - \$25. **Vendor**: Campus Shop. Required.

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

Experiential Learning

1. Community Based Learning Project
2. Work Based Learning

Program Outcomes

1. Apply principles of safety and sanitation in food service operations.
2. Manage food service operations.

Course Competencies

1. Perform the job functions of front of the house personnel.

Assessment Strategies

- 1.1. Demonstration
- 1.2. On-the-job Performance

Criteria

You will know you are successful when

- 1.1. you perform the duties and responsibilities of the dining room positions.
- 1.2. you set up a station.
- 1.3. you perform the sidework of a station.
- 1.4. you seat guests in a professional manner.
- 1.5. you serve guests in a professional manner.
- 1.6. you have knowledge of menu items as to ingredient content and method of preparation.
- 1.7. you set up the dining room and service areas for optimum efficiency and guest satisfaction.

Learning Objectives

- 1.a. Perform front of the house duties and responsibilities.
- 1.b. Demonstrate the method of setting up the dining room and other service areas.
- 1.c. Assign sidework to facilitate smooth operation of the dining room.
- 1.d. Exhibit knowledge of menu items as to ingredients and methods of preparation.
- 1.e. Determine the sequence of serving a meal.
- 1.f. Illustrate how to seat and serve guests.

2. Demonstrate customer service skills.

Assessment Strategies

- 2.1. On-the-job Performance
- 2.2. Demonstration

Criteria

You will know you are successful when

- 2.1. you demonstrate customer service skills.
- 2.2. you assume responsibility for customer satisfaction.
- 2.3. you handle customer complaints.
- 2.4. you exhibit soft skills.
- 2.5. you build communication between the dining room and the kitchen.

Learning Objectives

- 2.a. Demonstrate customer service practices.
- 2.b. Assume responsibility for customer satisfaction.
- 2.c. Practice handling guest complaints and issues.
- 2.d. Exhibit the soft skills necessary to achieve customer satisfaction.
- 2.e. Build communication between the dining room and the production kitchen.

3. Set the dining room, side stands, wait stations, and other related areas for customer service.

Assessment Strategies

- 3.1. Demonstration
- 3.2. On-the-job Performance

Criteria

You will know you are successful when

- 3.1. you set the tables with 100% accuracy.
- 3.2. you complete different napkin folds.
- 3.3. you polish all serviceware to specifications.
- 3.4. you stock wait stations, pantries, and side stands with supplies needed for service.
- 3.5. you arrange the dining room as per seating chart/diagram.

Learning Objectives

- 3.a. Set tables with the proper linens, china, flatware, glassware, and accessories.
- 3.b. Fold napkins appropriate for service.
- 3.c. Polish serviceware.
- 3.d. Assemble supplies to restock side stands, wait stations, pantries, and related areas.
- 3.e. Arrange tables and chairs as stipulated in the dining room seating chart.

4. Apply sanitation and safety procedures in the dining room..

Assessment Strategies

- 4.1. Demonstration
- 4.2. On-the-job Performance

Criteria

You will know you are successful when

- 4.1. you practice personal hygiene.
- 4.2. you demonstrate safe food handling.
- 4.3. you demonstrate safe lifting, loading, and carrying of trays and bus tubs.
- 4.4. you identify allergens that are on the menu.
- 4.5. you practice fire safety procedures.

Learning Objectives

- 4.a. Practice personal hygiene.
- 4.b. Demonstrate safe food handling procedures and practices.
- 4.c. Exercise safe practices when lifting, loading, and carrying trays as well as bus tubs.
- 4.d. Examine menu items for possible allergens.
- 4.e. Demonstrate fire safety practices.

5. Demonstrate procedures for serving guests.

Assessment Strategies

- 5.1. Demonstration
- 5.2. On-the-job Performance

Criteria

You will know you are successful when

- 5.1. you meet the guest's needs by reading the table.
- 5.2. you process the guest's order in a timely fashion.
- 5.3. you utilize technology to prepare a guest check and receive payment.
- 5.4. you handle customer complaints to the satisfaction of the guests.
- 5.5. you process the order.
- 5.6. you maintain the table during service.

Learning Objectives

- 5.a. Ascertain the guest's needs by reading the table.
- 5.b. Process the guest's order.
- 5.c. Utilize technology to prepare and present a guest check for payment.
- 5.d. Give suggestions to guests about menu items in order to up sell.
- 5.e. Handle customer complaints and issues.
- 5.f. Process the order by serving in courses and maintaining the table.