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### CUL 156T.01: Dining Room Procedures

Wynne Wakley

*University of Montana - Missoula*

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**THE UNIVERSITY OF MONTANA--MISSOULA  
COLLEGE OF TECHNOLOGY CULINARY ARTS DEPARTMENT**

**COURSE SYLLABUS**

**COURSE NUMBER AND TITLE: CUL 156 Dining Room Procedures**

**PREREQUISITES: CUL 151 and CUL 175 online with a 2.0 or better**

**FACULTY:** Chef Wynne Wakley  
**EMAIL:** [wynne.wakley@mso:umt.edu](mailto:wynne.wakley@mso:umt.edu)  
**PHONE:** 243-7880  
**OFFICE:** Culinary Trailer  
**HOURS:** by appointment

**Station Hours:** Espresso Station 7:00 A.M. – 1:00  
Dining room Procedures Station – 8:00 A.M. – 1:00 P.M.  
Storeroom Procedures Station – 7:00 A.M. – 12:30 P.M.

**COURSE DESCRIPTION:**

Introduction to the basic foundations of dining room service and protocol. Techniques are practiced in the dining room using various types of service. Personal hygiene, mathematics, and basic culinary terminology related to dining room and beverage service are included.

**STUDENT PERFORMANCE OUTCOMES:**

Upon completion of this course, the student will be able to:

1. Demonstrate beverage service and management using espresso station equipment.
2. Describe the basic table service techniques and demonstrate the general rules of table setting and service.
3. Discuss service methods such as banquets, buffets, catering and a la carte.
4. Describe specific American, English, French and Russian service.
5. Demonstrate the use of various forms and their functions and relationship to reception, guest checks and controls of the dining room.
6. Demonstrate the use of table side cookery.
7. Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.
8. Explain the inter-relationships and work flow between dining room and kitchen operations.
9. Discuss sales techniques for service personnel including menu knowledge and suggestive selling.
10. Discuss and demonstrate the proper procedures for training dining room staff.
11. Discuss the importance of Healthy eating habits, to combat obesity in our culture.

## **STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:**

Students will be required to demonstrate daily production assignments requiring preplanning of methodology and recipes. Students will be evaluated on teamwork, professionalism, mise en place, quality of finished product, sanitation and organizational skills. All assignments, projects and tests will be assigned point values. Total points earned will be divided by points possible, and a letter grade will be assigned based on the following:

### **Testing and Grades**

Tests	25 percent	100-90	A
Projects	25 percent	89-80	B
Daily Observations	50 percent	79-70	C
		69-60	D

### **ATTENDANCE POLICY:**

Attendance will be taken. Students may miss two class sessions during the semester with no negative impact on grade. A third absence will result in a full grade deduction. No make up is allowed for lab production. If students are absent for any reason, they will be accountable for any information disseminated and be held responsible for class notes, announcements of tests, and assignments

### **PARTICIPATION:**

Students must demonstrate teamwork as consistent with industry. This is necessary as students contribute to the learning environment and become active learners by attending class and participating. Students who read text assignments prior to class will be equipped to participate and will obtain the most from this course

### **DUE DATES:**

To receive full credit, assignments must be submitted by stated due dates. No late assignments will be accepted.

### **TESTS:**

Tests will be given during the semester as announced. Assignments for makeup tests will be made only if faculty is notified personally prior to the test. A score of zero will be averaged into grade determination for any missed test.

### **ACADEMIC INTEGRITY:**

Students are required to adhere to standards of academic integrity. Students should review The University of Montana Conduct Code regarding their rights and responsibilities. The Conduct Code is located at <http://www.umt.edu/studentaffairs>.

## **CELL PHONE POLICY:**

Cell phones must be turned off prior to class.

**UNIFORM POLICY:** Collared Shirt, Black Slacks, Polished Shoes, and Station Apron (provided by department)

## **REQUIRED TEXT:**

The Waiter and Waitress Training Manual, S. Dahmer, K. Kahl

### **Reserved Curriculum Materials In The Library**

Title: The Professional Host  
Author: CBI Food Service Edition Publisher: Van Nostrand Reinhold

Title: Professional Table Service  
Author: Meyer Publisher: Van Nostrand Reinhold

Title: A Guide to Napkin Folding  
Author: Ginders Publisher: Van Nostrand Reinhold

Title, Table Side Cookery  
Author: Andrioli Publisher: Van Nostrand Reinhold

## **DINING ROOM PROCEDURES**

### **Videos:**

#### **Food and Beverage Institute**

Introduction To Table Side cooking – CIA	Sit- Down Buffet
Preparation To Order Taking	Understanding Wines
Managing the Rush	Liquid Assets
The Server	Wine Service
Flambe ‘ Cookery	
Beverage and Food Service	
Dessert To Check Handling	
Super Size Me	

**Learning Activity:** Buffet Project

## **COURSE OUTLINE DINING ROOM PROCEDURES**

1. Handouts -Station Assignments -Syllabus
  - a. Dining room Station
    1. Setup and Takedown
2. Reservations

- 3 . Wait staff manager
  - b. Espresso Station
    1. Setup and Takedown
    2. Barista
    3. Marketing
  - c. Storeroom Station
    1. Inventory
    2. Controls
    3. Purchasing
    4. Signs
  
2. Equipment Operations and Safety Review
  - a. Dining room
  - b. Bussing Station
  - c. Opening and Closing
  - d. American Lunch Cover
  - e. Reservations
  
3. Dishwashing area equipment review
  - a. Hobart Sanitizing Machine
  - b. Chemicals, Soaps, Sanitizing solutions, Safety.
  - c. Triple sink
  - d. Food Disposal Safety
  
4. Menu Procedure and Daily Specials
  - a. Writing Daily menu's
  - b. Signs -and promotion
  - c. Marketing -suggestive selling
  
5. Espresso Station Equipment Review
  - a. Opening and Closing
  - b. Basic operations of Espresso machine
  - c. Steamer
  - d. Coffee grinder
  - e. Coffee making 101
    1. Basic Principles of Coffee making
    2. Varieties Roasts and Blends
  - f. Tea making 101
    1. Basic Procedure for Preparing Tea
    2. Varieties
    3. Iced Tea
  
6. The Server
  - a. Reliable
  - b. Cooperative
  - c. Personable
  - d. Healthful
  - e. Neat and Tidy
  - f.. Knowledgeable

- g. Marketing
- h. Attentive

7. Buffet Project

- a. Theme
- b. 50 Guests
- c. Library resources
- d. Chef Tech Software

8. Types of Table settings

- a. French Service
  - 1. Formal -Multiple Service ware
  - 2. Table side cooking
  - 3. Gueridon ~ Flambe' Cart
  - 3. Rechaud -Warmer
- b. Russian service
  - 1. Formal
  - 2. Heavy silver service ware
  - 3. One server
  - 4. Heated Plates
  - 5. Finger bowls
- c. English Service
  - 1. Private home or dining room
  - 2. Special dinner
  - 3. Carving at the table
  - 4. Servants
- d. American Service
  - 1. Less formal
  - 2. Service ware minimal
  - 3. Food brought to table
  - 4. Servers

9. Video -"Managing the Rush"

10. Flambe' Cooking and Cart Review

- a. Safety and operation
- b. Lighting
- c. Set up
- d. Video "Flambe' Cookey"

11. Service Methods

- a. Banquets
- b. Buffets
- c. Catering
- d. A la carte

12. Napkin Folds
  - a. Video "5 minute Napkin Folds"
  - b. Video "Napkin Folds of New Orleans"
  - c. Video
  
13. Before the guests arrive
  - a. Dining room assignments
  - b. Seating the guests properly
  - c. Studying the menu
  - d. Marketing the food
  - e. Know what you are selling
  - f. Efficiency
  - g. Video
  
14. Categories of Foods
  - a. Appetizer
  - b. Soups
  - c. Salads
  - d. Entrees
  - e. Dessert
  - f. Beverages
  
15. Etiquette
  - a. Approaching the guests
  - b. Seating the guests
  - c. Handling Complaints
  - d. Handling Difficult people
  
16. Food Trends
  - a. Smaller portions
  - b. Healthier alternatives
  - c. 20% of all guests are Vegetarians
  
17. Placing orders in the kitchen
  - a. Orally
  - b. Written
  - c. Computer System
  - d. Communication
  - e. Cooperation
  
18. Handling Unusual Circumstances
  
19. Guest Check and Payment
  
20. Tipping
  
21. Sanitation and Emergency Procedures

22. Computer Hardware used by servers
  - a. Server terminals
  - b. Handheld Order terminals
  - c. Taking orders using a computer system
  
23. Wine and Bar Service
  - a. Video
  
24. Stages of Intoxication
  
25. Characteristics of Wine
  - a. Video
  
26. Types of Wines
  
27. Beer Service
  
28. Liquor Service
  - a. Glassware
  - b. Temperature
  - c. Blender Drinks
  
29. Field Trips to area Bar/Restaurants
  
30. The Procedure for writing a standardized recipe.
  - a. Definition -custom recipe for establishment
  - b. Structure
    1. Total yield
    2. Number of Portions
    3. Exact portion size
    4. Ingredients and exact amounts listed in order of use
    5. Equipment needed
  
31. Storeroom Procedures
  - a. Function -control of quality and quantity
  - b. Limitations
  - c. Inventory control
  - d. Menu development
  - e. Ordering procedures
  - f. Sanitation inspections
  - g. Safety inspections – sanitation steward