CUL 156T.01: Dining Room Procedures

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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
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

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<thead>
<tr>
<th>Category</th>
<th>Weight</th>
<th>Range</th>
<th>Grade</th>
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<tr>
<td>Tests</td>
<td>25 percent</td>
<td>100-90</td>
<td>A</td>
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<td>Projects</td>
<td>25 percent</td>
<td>89-80</td>
<td>B</td>
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<tr>
<td>Daily Observations</td>
<td>50 percent</td>
<td>79-70</td>
<td>C</td>
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<td>69-60</td>
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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: Anddrioli
Publisher: Van Nostrand Reinhold

DINING ROOM PROCEDURES

Videos:
Food and Beverage Institute

Introduction To Table Side cooking – CIA
Preparation To Order Taking
Managing the Rush
The Server
Flambe ‘Cookery
Beverage and Food Service
Dessert To Check Handling
Super Size Me

Sit- Down Buffet
Understanding Wines
Liquid Assets
Wine Service

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
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