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CULA 156.01: Dining Room Procedures

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THE UNIVERSITY OF MONTANA—MISSOULA
MISSOULA COLLEGE
BUSINESS TECHNOLOGY DEPARTMENT

COURSE SYLLABUS

COURSE NUMBER AND TITLE: CULA 156 Dining Room/Store Room Procedure

DATE REVISED: Spring 2016

SEMESTER CREDITS: 3

PREREQUISITES: CULA 101 and CULA 105, or consent of the instructor

FACULTY: Rose Burland, Chef Instructor; Amy Nack, Chef Instructor

E-Mail: rose.burland@umontana.edu; amy.nack@umontana.edu

Phone: Chef Burland – 370-3232(cell)

Chef Nack - 214-4068(cell)

243-7815 (kitchen)

Office: GH5

Office Hours: Mondays, 2pm – 3pm; or by appointment

RELATIONSHIP TO PROGRAM(S):

COURSE DESCRIPTION:

This course will introduce the student to fundamentals in store room procedures, inventory, purchasing, and meat identification. This course provides students with practical experience working in a store room situation realistic to large restaurant kitchens. Students become familiar with procedures that are used to ensure proper use and storage of products used in the industry.

Introduction to the basic foundations of dining room service and protocol. Students will be encouraged to provide a “hospitality centered” service that culminates an experience that exceeds the guests’ expectations. Students will learn techniques for gaining a competitive advantage in the marketplace. 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:

Demonstrate coffee, wine, and basic beverage service and management using espresso station equipment.

- ✓ Demonstrate the general rules of table setting and service for all four classic forms of service.
- ✓ Discuss service methods such as banquets, buffets, catering and a la carte.
- ✓ Describe specific American, English, French and Russian service.
- ✓ Discuss the basic production process for distillation and fermentation of wine.
- ✓ Distinguish wines by grape, varietal, country, growing region, production process.
- ✓ Demonstrate the proper method of handling guest checks and payment.
- ✓ Demonstrate the use of tableside cookery.
- ✓ Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.
- ✓ Be able to explain the inter-relationships and work flow between dining room and kitchen operations.
- ✓ Evaluate food and beverage pairings.

- ✓ Demonstrate sales techniques including menu knowledge and suggestive selling.
- ✓ Discuss and demonstrate the proper procedures for training dining room staff.
- ✓ Know the operation of a food service storeroom.
- ✓ Evaluate the effectiveness of formal storeroom procedures and paperwork.
- ✓ Compare/analyze the flow of goods in the correct order and identify correct supplier for each category of food supply.
- ✓ Operate a formal storeroom with limited supervision.
- ✓ Show an understanding of the importance of formal and informal storeroom procedures by completing weekly station objectives.
- ✓ Identify specifications of common store products.
- ✓ Identify specifications of meat and poultry.
- ✓ Maintain proper sanitation procedures throughout the Culinary Department.
- ✓ Prepare inventory sheets.
- ✓ Analyze income and expenditures.

STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:

Production and Testing

- 1) Students will be required to demonstrate daily production assignments requiring pre-planning of methodology and recipes. Recipes must be read and understood by the student before attending class. Students will be evaluated on teamwork, professionalism, mise en place, production guide/timelines, plating diagrams, quality of finished product, sanitation and organizational skills.
- 2) All assignments, projects and tests will be assigned point values. It is the responsibility of the student to obtain quiz and production competency scores. Weekly tests will be tabulated and returned to the student for review in a timely fashion (usually within one day). Students are strongly encouraged to review their scores and grade sheets often. They can be reviewed by appointment during office hours.
- 3) The quiz schedule and dates are included in the weekly schedule posted in introductory content area of Moodle shell. Quizzes will be written and given during class time. Grading will take place immediately after the quiz is complete. Makeup for a missed test is not offered unless faculty is notified and guidelines are identified for the individual situation before each test. Upon approval of the instructor, students may be able to make up a missed test for emergency situations such as sickness or required work activities, but must submit documented excused absences such as a Doctor's note identifying excused dates or mandatory work related travel dates in a timely manner.
- 4) It will be the student's responsibility to complete the assigned competencies. Upon completion, it will be the student's responsibility to have Chef Nack or Chef Burland critique the assignment and give feedback to the student on what can be improved, quality standards, etc. At that point, it will be the student's responsibility to type the feedback and submit the feedback to the appropriate instructor by the end of the rotation to receive a grade for the competencies.

Total points earned will be divided by points possible, and a letter grade will be assigned based on the following:

Grading Scale:

- 90 - 100 A
- 80 - 89 B
- 70 - 79 C
- 60 - 69 D

Evaluation Criteria for Storeroom:

Tests	30 percent
Projects/Homework	30 percent
Competencies	10 percent
Production	30 percent

Total: 100 %**Evaluation Criteria for Dining Room:**

Tests	40 percent
Notebook	20 percent
Final Project	5 percent
Sanitation	5 percent
Competencies	30 percent

Total: 100 %

Accumulation of points between both courses will be averaged: $200 \text{ total points} / 2 = 100 \text{pts}$
All material needs to be culminated into one comprehensive notebook for the course.

ATTENDANCE POLICY:

- Attendance will be taken.
- For every missed day of class, 5 points will be taken off of your final grade in addition to any points lost for class work, tests, sanitation, participation, etc.
- Due to the loss of curriculum and instruction time; if you miss 5 days or more, of any course, you will receive an incomplete (I) in the course and must take it again. Be aware that this does effect financial aid and grade point average.
- There are no acceptable excuses that will prevent the loss of points. This includes doctor's notes, police reports, deaths, extenuating circumstances, or acts of God.
- This policy is final and no exceptions will be made.
- This policy applies to the entire Culinary Arts Curriculum that begins with the CULA rubric.
- Students that leave class early will result in a 3-point deduction from final points accumulated.
- No make-up is allowed for lab participation. 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. Participation points will be granted or denied depending on how the student exhibits enthusiasm, interest, teamwork, organization, and preparedness.

POINT BREAKDOWN FOR DAILY PARTICIPATION/PRODUCTION:

1 point – Production Schedules
1 point – Full Uniform
1 point – Professionalism/Participation
1 point – MEP lists/Recipes/Plating Diagrams
1 point – Sanitation
TOTAL Daily points – 5

Students who do not arrive to class with the proper paperwork daily will be sent home resulting in a 5 point deduction from their Participation/Production Grade for each day. For each day a student needs to take class time to finish the daily paperwork, a 3 point deduction will be taken for being late.

BREAKS:

One (1) each- ten (10) minute break per five (5) hour laboratory period, will be granted at the discretion of Chef Siegel and permission to leave the kitchen is required. This does not include lavatory visits.

DUE DATES:

To receive full credit, assignments must be submitted by the stated due dates. Late assignments will be not be accepted.

TESTS:

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

ACADEMIC INTEGRITY:

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at http://life.umt.edu/vpsa/student_conduct.php.

DISABILITY ACCOMMODATION:

Eligible students with disabilities will receive appropriate accommodations in this course when requested in a timely way. Please contact me after class or in my office. Please be prepared to provide a letter from your DSS Coordinator. For more information, visit the Disability Services website at <http://www.umt.edu/dss/> or call 406.243.2243 (Voice/Text) or <http://www.umt.edu/dss>.

CULINARIAN CODE:

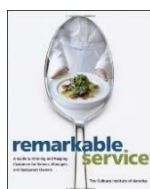
All students are expected to uphold all teachings of the American Culinary Federation's Culinarian Code:

As a proud member of the American Culinary Federation, I pledge to share my professional knowledge and skill with all culinarians. I will place honor, fairness, cooperation and consideration first when dealing with my colleagues. I will keep all comments professional and respectful when dealing with my colleagues. I will protect all members from the use of unfair means, unnecessary risks and unethical behavior when used against them for another's

personal gain. I will support the success, growth, and future of my colleagues and this great federation.

REQUIRED TEXTBOOK:

The Professional Chef (9th Edition), (2011). The Culinary Institute of America, Wiley. (ISBN: 978-0470421352)



The Book of Yields, 8th Edition, John Wiley & Sons, Inc.(ISBN 978-0-470-19749-3)

Remarkable Service Culinary Institute of America. Wiley Publishing

SUPPLIES: Knife kit, Camera

CELL PHONE POLICY: Cell phones are allowed in class **only** as a means to record photos for the final notebook. Text messaging during class or lab is not allowed. Unexcused departures from the kitchen to use cell phones will be treated as an unexcused absence and participation points will be deducted. It is advisable to direct emergency (only) phone messages to the kitchen phone (243-7815).

UNIFORM POLICY: Students will be required to be in full Server Uniform to be accepted into class. Daily line-ups will take place and any student that is not in full uniform will be sent home and will lose participation points for the day. The uniform is as follows:

Clean, pressed black slacks or a black skirt (at knee length) for females

Black, non-slip shoes

Black, or dark colored socks. Hosiery must be worn if wearing a skirt.

Clean, pressed white buttoned down shirt with no undergarments showing, available at Missoula Textiles

A maroon or black tie

Bistro Apron available at Missoula Textiles

MEAL POLICY: It is the students' responsibility to read and understand the meal policy. Abuse of the meal policy will be reflected on the grade sheet.

CELL PHONE POLICY: Cell phones are allowed in class **only** as a means to record photos for the final notebook. Text messaging during class or lab is not allowed. Unexcused departures from the kitchen to use cell phones will be treated as an unexcused absence and participation points will be deducted. It is advisable to direct emergency (only) phone to the kitchen phone.