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CUL 156.01: Dining Room Procedures

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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

DATE REVISED: FALL 2004

CREDITS: 3

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

FACULTY: Chef Wynne Wakley
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PHONE: 243-7880
OFFICE: Culinary Trailer
HOURS: by appointment

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

Testing and Grades

Tests	20 percent	100-90	A
Projects	20 percent	89-80	B
Daily Observations	60 percent	79-70	C
		69-60	D

Primary 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 Editors
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 Service
Preparation To Order Taking
Beverage and Food Service
Dessert To Check Handling

Course Outline

- I. Table Service
 - a. Etiquette
 - b. Menu writing and presentation, pricing, item and preparation knowledge
 - c. Check writing nad preparation
 - d. Table setting
 - e. Serving
 - f. Expediting
- II. Types of Service
 - a. American
 - b. French
 - c. English
 - d. Russian
- III. Banquet and Buffet
 - a. Paperwork and controls
 - b. Money handling
 - c. Catering
 - d. Reservations
 - e. Table side cookery
 - f. Entrees and appetizers
 - g. Desserts

Learning Activity: Buffet Project