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Fall 9-2004

### CUL 156.01: Dining Room Procedures

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*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**

**DATE REVISED: FALL 2004**

**CREDITS: 3**

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

**FACULTY:** Chef Wynne Wakley  
**E-MAIL:** [wynne.wakley@mso:umt.edu](mailto:wynne.wakley@mso:umt.edu)  
**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 and 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