

COURSE OUTLINE

HMG-232 Restaurant and Table Service 2 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

This course will enable students to concentrate on a comprehensive study of dining service operations within the food and beverage industry that will include American, French and Russian service. The student will be able to plan service, write standards, schedule labor and execute service for up to 50 customers. (2 hours lecture, 2 hours lab)

Overall Course Objectives

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

1. Identify common and unique tableware used in dining room service.
2. Explain and demonstrate correct tableware placement for American, French and Russian service.
3. Demonstrate the correct folding and placement of linen for a formal dining room setting.
4. Explain the service requirements of buffet and banquet service.
5. Demonstrate basic American-style service techniques.
6. Discuss the difference between American, French and Russian service.
7. Discuss customer service requirements in a dining room setting.
8. Develop an organizational chart for front-of-the-house operations.
9. Demonstrate proper procedures for wine and beverage service.
10. Demonstrate proper safety and sanitation procedures used in a dining room.
11. Discuss soft-sell techniques for the sale of food and beverage items.
12. Develop a labor schedule for a front-of-the-house operation.

Major Topics

- I. Equipment and settings for various dining room service styles
- II. Dining room service operations and procedures
- III. Wine and beverage presentation
- IV. Customer service and sales techniques
- V. Management of service personnel

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will include the following: final grades will be calculated on the basis of exams, class projects, lab demonstrations, and written papers.

Other Course Information

- Field trip to a specialized restaurant site that incorporates French and/or Russian service. This will enable the student to become acquainted with the equipment and service used related to these specific serving styles.
- Use of a lab facility where students may practice plate set-ups and service techniques for tray and hand service.