

COURSE OUTLINE

Dining Room and Beverage Operation
Course Title

TH 201
Dept. & Course No.

I. COURSE DESCRIPTION:

Study of principles and practices of dining room service and beverage operations. Dining Operations include the study of service techniques and procedures used in most dining rooms. Bar operations include the study of product knowledge, the service of drinks, bar set-up and basic mixology. The course content also includes menu planning techniques, loss prevention and legal issues. Grooming, hygiene, interpersonal communications and work skills will be discussed.

II SEMESTER CREDITS: 3

III. CONTACT HOURS PER WEEK: 2 3 5 Lecture Lab. Total

IV. PREREQUISITE: TH 101

V. PERFORMANCE OBJECTIVES:

VI: COURSE CONTENT

Upon completion of the course,
the student will be able, with 65% accuracy to:

1. Define the qualification and importance of the wait help in the restaurant industry..

A. The Waiter and Waitress

1. Personal Characteristics
2. Uniform
3. Grooming
4. Waiter's Role in the Restaurant Industry

2. Identify and demonstrate safety and sanitation procedures

B. Safety and Sanitation

1. Safe Food Handling Principles
2. Preventing Accidents
3. Principle of Safe Food Storage

3. Set tables with emphasis on the different types of service.

C. Types of Table Service And Settings

1. French Service
2. Russian Service
3. English Service
4. American Service
5. Banquet Service
6. Family Style Service
7. Salad Bars
8. Dessert Table

4. Produce a variety of napkin folds.

D. Napkin Folds

1. Linen Selection
2. Napkin Sizes
3. Occasion

5. Plan a set of menu for breakfast, lunch, dinner and specials.

E. Menu Planning

1. Breakfast
2. Lunch
3. Dinner
4. Specials
5. Menu Design and Layout

6. Demonstrate the proper preparation procedures.

F. Before the Guest Arrive

1. Station Assignment
2. Dining Room Preparation
3. Knowing the Menu
4. Closing the Dining Room

7. Demonstrate appropriate dining room service.

G. Initiating the Service

1. Setting Guests
2. Approaching the Guests
3. Taking orders
4. Appropriate Topics of Conversation
5. Timing the Meals
6. Ordering Procedures

8. Demonstrate how to serve the meal.

H. Serving the Meal

1. Serving Tables and Booths
 2. Service Efficiency
 3. Unusual Situations
 4. Presenting the Guest Check and Payment
 5. Receiving the Tip
9. Demonstrate the proper wine and bar service.

I. Wine and Bar Service

1. Types of Wines
2. Significance of Serving Wines, Beer & Liquor
3. Techniques in Mixing Wines and Liquor

10. Explain the legal issues on alcohol intake.

J. Legal Issues Concerning Alcohol

1. Concerns Associated with the Intake of Alcohol
2. Age Limit for Alcohol Intake

VII: EQUIPMENT AND MATERIALS:

- A. Routine Classroom Materials
- B. TV/DVD
- C. Projector and Projector Screen
- D. Miscellaneous:
 1. Glassware, Chinaware & Silverware
 2. Food and Beverages
 3. Serving Tools/Utensils/Cooking Equipment/Tables and Chairs
 4. Table Cloth and Napkin
 5. T-Shirt with TH Logo (uniform)

VIII. TEXT AND REFERENCES:

A. Text:

Dahmer, Sondra J. and Kahl, Kurt W. Restaurant Service Basics.
New York, New York; John Wiley and Sons Inc., 2009

B. Reference:

None.

IX: METHOD OF INSTRUCTION:

- A. Lecture
- B. Demonstration
- C. Field Trip
- D. Role Play
- E. Performance of Tasks

X: METHOD OF EVALUATION"

The components that is included in the computation of the final grade are:

Components	Points
Tests	----- 30
Reaction Paper	----- 10
Journal/Projects	----- 20
Final Exam	----- 20
Participation	----- 20
Total =	100

The transmutation of percentage to letter grade is as follows:

Weight	Letter Grade
90% - 100%	----- A
80% - 89%	----- B
70% - 79%	----- C
65% - 69%	----- D
0% - 64%	----- F

TASKS LISTING SHEET

TH 201 – Dining Room and
Beverage Operation

Credits: 2 1 3
Lecture Lab. Total Lab. Hours

	Total Hours for Each Objective
1. Define the qualification and importance of the wait help in the restaurant industry.	3
a. Role play the waiter/waitress good and bad personal appearance.	
2. Identify and demonstrate the safety and sanitation procedures.	6
a. Purchase and inspect specific foods before storing.	
b. Set up storage area.	
c. Practice storing foods safely.	
3. Set tables with emphasis on the different types of service.	9
a. Set various type of table setting.	
b. Produce a variety of napkin fold.	
4. Plan a set menu for breakfast, lunch, dinner and specials.	6
a. Plan menus taking into consideration the table-d-hote and a-la-carte format.	
5. Demonstrate proper preparation procedure.	3
a. Practice loading and arranging the side stand.	
6. Demonstrate appropriate dining room service.	9
a. practice approaching and setting the guests/classmates	
b. practice taking orders to classmates	
c. prepare simple breakfast, lunch and dinner meals with emphasis on time management.	
7. Demonstrate how to serve meal	6
a. practice serving to classmates and guests	
b. observe restaurant and cafeteria service	
8. Demonstrate the proper wine and bar service	6
a. prepare basic wine mixture	
b. practice serving wine to classmates and guests	

Total = 48

Palau Community College
 TH 201 – Dining Room and Beverage Operations
 Course Learning Outcomes

During the course experience, the course learning outcomes (CLOs) will be assessed through the use of signature assignments. A rating scale will be used to determine the students proficiency level of each CLO using specifically aligned assignments. The numerical ratings of 4,3,2, and 1 are not intended to represent the traditional school grading system of A, B, C, D, and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcomes listed below.

Rating Scale: 4 Outstanding 2 Developing
 3 Proficient 1 Emerging

CLO 1: Identify sources of information about the restaurant, both beverage operation and dining room operation.

Outstanding 4	Locates and classifies sources of information necessary in the operation of the restaurant in both dining and beverage service.
Proficient 3	Locates and classifies sources of information necessary in the operation of the restaurant in both dining and beverage service with minimal assistance.
Developing 2	Locates and classifies sources of information necessary in the operation of the restaurant in both dining and beverage service but needs some assistance.
Emerging 1	Need constant assistance in locating and classifying sources of information necessary in the operation of the restaurant in both dining and beverage service.

CLO 2: Demonstrate, maintain, follow food safety and sanitation procedures, appropriate personal hygiene and presentation.

Outstanding 4	Demonstrate, maintain, follow food safety and sanitation procedures, appropriate personal hygiene and presentation.
Proficient 3	Demonstrate, maintain, follow food safety and sanitation procedures, appropriate personal hygiene and presentation with minimal assistance.
Developing 2	Demonstrate, maintain, follow food safety and sanitation procedures, appropriate personal hygiene and presentation but needs some assistance.
Emerging 1	Needs constant assistance in demonstrating, maintaining, following food safety and sanitation procedures, appropriate personal hygiene and presentation.

CLO 3. Menus – Plan and prepare menus for breakfast, lunch, dinner, buffets and apply “Mise en Place” in food preparation.

Outstanding 4	Plan and prepare menus for breakfast, lunch, dinner, buffets and apply “Mise en Place” in food preparation.
Proficient 3	Plan and prepare menus for breakfast, lunch, dinner, buffets and apply “Mise en Place” in food preparation with minimal assistance.
Developing 2	Plan and prepare menus for breakfast, lunch, dinner, buffets and apply “Mise en Place” in food preparation but needs some assistance.
Emerging 1	Needs constant assistance in planning and preparing menus for breakfast, lunch, dinner, buffets and applying “Mise en Place” in food preparation.

CLO 4: Prepare Dining Room for service.

- a. Check dining room and customer facilities for cleanliness before the service begin.
- b. Prepare dining room environment and adjusted to insure comfort and ambience to suit customer need.
- c. Set up tables and chairs in accordance with the house rules, customer requests, convenience and safety.
- d. Menu variations and special of the day are verified with the kitchen staff based on the restaurant guidelines.

Outstanding 4	Perform all the tasks listed above.
Proficient 3	Perform all the tasks listed above with minimal assistance.
Developing 2	Perform all the tasks listed above but needs some assistance.
Emerging 1	Needs constant assistance in performing all the tasks listed above.

CLO 5 Welcome guests, customers and take and process orders.

- a. Welcome guests/customers on arrival.
- b. Checked reservations.
- c. Escort guests and seated according to requested station/table.
- d. Present menu and beverage lists to guests.
- e. Take orders properly and accurately.
- f. Suggestions to customers are made to assist with meal selection and to increase sales.

Outstanding 4	Perform all the tasks listed above.
Proficient 3	Perform all the tasks listed above with minimal assistance.
Developing 2	Perform all the tasks listed above but needs some assistance.
Emerging 1	Needs constant assistance in performing all the tasks listed above.

CLO 6. Serve and clear food and beverages. Legal issues in serving alcoholic beverages to minor must be emphasize.

- a. Pick up food and beverage ordered from the service areas, checked and present or serve to the customer safely.
- b. Flow of service and meal delivery is monitored in accordance with the establishment procedures.
- c. Delays and deficiencies in service is recognized and followed up promptly for a smooth service.
- d. Guest check are prepared, presented and processed in accordance with the house rules.
- e. Tables are cleared with crockery and cutlery at the appropriate time with limited disruption to customer.

Outstanding 4	Perform all the tasks listed above.
Proficient 3	Perform all the tasks listed above with minimal assistance.
Developing 2	Perform all the tasks listed above, but needs some assistance.
Emerging 1	Needs constant assistance in performing all the tasks listed above.

I certify that the student has completed all the competencies in this course and has achieved the competency ratings as shown above.

Instructor's Signature

Date