

COURSE OUTLINE

**Hotel Restaurant Management 207
Dining Room Services**

Catalog Statement

HRM 207 is an introduction and application of the principles of food and beverage sales and service at special events and functions within the scope of the hospitality industry. The course covers the management of a dining room including proper sanitation, varieties of food, and efficient service. Types of dining service included are: waited table service, French, Russian, American, limited service, counter, tray service, catering, and vending.

Total Lecture Units: 2.0

Total Laboratory Units: 1.0

Total Course Units: 3.0

Total Lecture Hours: 2.0

Total Laboratory Hours: 3.0

Total Laboratory Hours To Be Arranged: 0.0

Total Faculty Contact Hours: 80.0

Prerequisite: None.

Course Entry Expectations

Prior to enrolling in the course, the student should be able to:

N/A

Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

- describe the various steps needed to successfully operate a special event;
- utilize different marketing techniques to effectively promote restaurant and catering venues;
- create security control policies and identify proper cash handling methods;
- complete preventative maintenance checklists;
- develop and utilize forms to assist in necessary building or equipment repairs.

Course Content

Total Faculty Contact Hours = 80.0

Principles of Remarkable Service (**Lecture 4 hours**)

Importance of service in the hospitality industry

Types of dining room services: American, French, Russian

Types of meal service: buffet, à la carte, du jour, table d'hôte

Reasons for providing excellent service

Styles of Service and Place Settings (**Lecture 6 hours, Lab 6.5 hours**)

History of eating utensils

- Proper place settings for French, Russian, and American a la carte service
- Proper place setting for American, Russian, and buffet banquet services
- Correct methods of changing and placing table-top items
- The Importance of Sanitation and Appearance (**Lecture 8 hours, Lab 8.5 hours**)
- Cleanliness of restaurants and banquet rooms
 - Employee hygiene and appearance
 - Proper handling and storing of utensils, glasses, and plates
 - Importance of using HACCP
 - Banquet service safety and security
- Proper Guidelines for Service (**Lecture 10 hours, Lab 12.5 hours**)
 - Importance of mastering basic competencies
 - Properly pick up, load, carry, and put down a tray
 - Properly serve beverages
 - Varieties of banquet service: American, French, and Russian
 - Correct order of serving guests at tables and booths
- Training the Wait Staff to Serve the Meal (**Lecture 2 hours, Lab 12 hours**)
 - Organizing the dining room to accept guests
 - Planning reservations and blocking tables
 - Managing the dining experience
- Banquet Sales (**Lecture 2 hours, Lab 8.5 hours**)
 - Types of customers
 - Prequalify potential customers
 - Meeting guest needs
 - Preparation of related documents
 - Auxiliary services and sales

Methods of Instruction

The following methods of instruction may be used in this course:

- lecture/discussions;
- demonstration;
- videos;
- guest speakers;
- individual and group projects;
- field trips.

Out of Class Assignments

The following out of class assignments may be used in this course:

- essays (e.g. visit a restaurant and write a customer review focusing on table setup and presentation, wait staff, style of serving, and table etiquette used by guests);
- group projects (e.g. create a mock table presentation for a specific occasion).

- individual projects (e.g. present to the class an example of table set up and presentation for a specific type of cuisine);
- field activities.

Methods of Evaluation

The following methods of evaluation may be used in this course:

- weekly oral and/or written assignments;
- presentations and/or individual projects;
- midterm;
- final exams.

Textbooks

Sanders, Edward E.. *The Professional Server: A Training Manual*. New York: Pearson, 2013. Print.

12th Grade Reading Level. ISBN 9780131709928

Student Learning Outcomes

Upon successful completion of the required coursework, the student will be able to:

- demonstrate various styles of table service.
- plan and coordinate the necessary requirement to ensure successful catered events.
- develop marketing plans for specific operations.
- create positive outcomes from guest interactions.
- evaluate hospitality venue suitability and suggest appropriate changes.
- demonstrate guest problem resolution techniques.