

HOSP-1650: DINING ROOM OPERATIONS

Cuyahoga Community College

Viewing: HOSP-1650 : Dining Room Operations

Board of Trustees:

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Academic Term:

Fall 2024

Subject Code

HOSP - Hospitality Management

Course Number:

1650

Title:

Dining Room Operations

Catalog Description:

Hands-on work experience in a program on-campus restaurant. Students study, demonstrate and evaluate various types of dining room service and operational responsibilities. Focus areas include: serving, setup, labor, point of sale technology, inputting menu, creating To Go menu, and management functions. Field trips may be required. Field trips and participating in staffing special events may be required.

Credit Hour(s):

2

Lecture Hour(s):

0

Lab Hour(s):

6

Other Hour(s):

0

Requisites

Prerequisite and Corequisite

HOSP-1031 Fundamentals of Culinary Arts, HOSP-1040 Customer Services, and HOSP-1451 Contemporary Cuisine or concurrent enrollment, or departmental approval: industry related experience.

Outcomes

Course Outcome(s):

Utilize effective communication, time management, customer service, and dining service skills to achieve customer satisfaction and dining room operational success.

Essential Learning Outcome Mapping:

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

Objective(s):

1. Follow hospitality industry standards for professional appearance, stature, and body language.
2. Utilize teamwork skills and techniques to ensure smooth workflow between the dining room and the kitchen.
3. Organize the dining room for service.
4. Organize station set up.
5. Utilize proper service procedures and techniques.
6. Coordinate side work, using time management skills.
7. Perform cashiering duties manually and without the point-of-sale system.
8. Perform tableside cookery and service.

9. Employ salesmanship and up-selling techniques.
10. Demonstrate specific American, English, French, and Russian service.
11. Follow restaurant/lab closing procedures.
12. Follow restaurant/lab procedures.
13. Accurately and efficiently perform order taking from the guest and subsequent order entry into the point of sale.
14. Manually perform order taking, communicating with expo, and completing the sale.
15. Use safe and sanitary work methods.
16. Define and correctly use vocabulary related to service, preparation, and the menu.
17. Describe menu items, how they are prepared, and how they are to be served.

Course Outcome(s):

Apply principles of quality to daily work tasks.

Objective(s):

1. Follow hospitality industry standards for professional appearance, stature, and body language.
2. Practice proper problem resolution techniques.
3. Evaluate training procedures for dining room staff.
4. Interpret job descriptions as related to the dining room.
5. Explain the service planning process.
6. Compare the difference in successful practices in service production versus industrial production.
7. Identify methods and benefits of using sustainable practices in the hospitality industry.
8. Evaluate service and service procedures.
9. Discuss food delivery systems such as banquets, buffets, and catering

Methods of Evaluation:

1. Demonstration of setup and serving competencies
2. Professionalism as demonstrated by appearance, application of sanitation and safety procedures, courtesy, communication with guest, legibility of handwriting, communication with back of the house and service
3. Point-of-Sale, Credit card, and Tri-C card system usage
4. Laboratory evaluations and reports
5. Critiquing two dining experiences and the restaurant facilities
6. Set up service station, learn how to pick up orders
7. Serve order in correct sequence
8. Communicate with head Chef properly

Course Content Outline:

1. Dining room operations
 - a. Introduction
 - b. Job descriptions
 - c. Service procedures and technique
 - i. interpreting the menu
 - ii. taking the order
 - iii. suggestive selling
 - iv. timing the meal
 - v. placing the order in the kitchen
 - vi. picking up
 - vii. serving the guest
 - viii. accurately writing a guest check/or input
 - ix. presenting the check
 - x. coordinating side work
 - xi. responding to guests' needs in a courteous manner
 - xii. practicing proper problem resolution techniques
2. Mise en place/cashiering duties

- a. Making the dining room functional
- b. Station set up
- c. Organization
- d. Closing lab procedures
 - i. clean up
 - ii. storage of supplies
 - iii. evaluation
- e. Performing cashiering duties
 - i. operating cash register
 - ii. operating credit card and Tri-C card machines
 - iii. balancing sales receipt with register
 - iv. balancing credit card receipts
 - v. operating POS system
 - vi. manually count cash back
- 3. Tableside service vocabulary
- 4. Practicing safe and sanitary work methods
- 5. Menu review and service preparation
- 6. Dining room service
 - a. Preparation for service
 - b. Organizing the dining room for service
 - i. table arrangements
 - ii. linen tablecloth placing
 - iii. covers
 - iv. decorations
 - v. napery
 - vi. beverages
 - vii. busing stations
 - c. Tableside cooking
 - i. following recipe
 - ii. general procedure of table cooking
- 7. Evaluation and problem handling
 - a. Evaluation of service
 - b. Problem resolution
 - i. guest expectations
 - ii. reservations
 - iii. complaints
 - c. Assessing the menu
 - d. Evaluation of wine and alcohol service
 - e. Evaluation of selling techniques
 - f. Review of observations/guest comment cards
 - i. reservations
 - ii. host greetings
 - iii. host seating w/seating chart
 - iv. answering phone professionally
 - v. dining room service
 - vi. overall evaluation/self-evaluation
- 8. Sustainability in the Hospitality Industry
 - a. Use of biodegradable paper ware
 - b. Composting
 - c. Recycling

Resources

Meyer, Sylvia, Edy Schmid, and Christel Spuhler. Translated by Heinz Hostmann. *Professional Table Service*. Wiley, 2002.

Mill, Robert Christe. *Restaurant Management: Customers, Operations and Employees*. 3rd ed. Pearson/Prentice Hall, 2020.

Hoachuck, Joel. *Welcome to Waiters World: The Essential Guide to Serving Food and Drink*. 1st. Restaurant Service Press, November 24, 2021.

Resources Other

1. Restaurant Training Videos Serving 1010
 - a. <https://www.youtube.com/watch?v=2o9ntQHRkhE>

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