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CULA 156.01: Dining Room Procedures

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**THE UNIVERSITY OF MONTANA—MISSOULA
MISSOULA COLLEGE
BUSINESS TECHNOLOGY DEPARTMENT**

COURSE SYLLABUS

COURSE NUMBER AND TITLE: CULA 156 Dining Room Procedure

DATE REVISED: Fall 2014

SEMESTER CREDITS: 1.5

PREREQUISITES: CULA 101 and CULA 105, or consent of the instructor

FACULTY: Suzanne Phillips, Chef Instructor

E-Mail: Suzanne.phillips@mso.umt.edu

Phone: 274-2068(cell), 243-7815 (kitchen)

Office: GH5

Office Hours: Mondays, 2pm – 3pm; or by appointment

COURSE DESCRIPTION:

Introduction to the basic foundations of dining room service and protocol. Students will be encouraged to provide a “hospitality centered” service that culminates an experience that exceeds the guests’ expectations. Students will learn techniques for gaining a competitive advantage in the marketplace. 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:

- ✓ Demonstrate coffee, wine, and basic beverage service and management using espresso station equipment.
- ✓ Demonstrate the general rules of table setting and service for all four classic forms of service.
- ✓ Discuss service methods such as banquets, buffets, catering and a la carte.
- ✓ Describe specific American, English, French and Russian service.
- ✓ Discuss the basic production process for distillation and fermentation of wine.
- ✓ Distinguish wines by grape, varietal, country, growing region, production process.
- ✓ Demonstrate the proper method of handling guest checks and payment.
- ✓ Demonstrate the use of tableside cookery.
- ✓ Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.
- ✓ Be able to explain the inter-relationships and work flow between dining room and kitchen operations.
- ✓ Evaluate food and beverage pairings.
- ✓ Demonstrate sales techniques including menu knowledge and suggestive selling.
- ✓ Discuss and demonstrate the proper procedures for training dining room staff.

STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING

PROCEDURES:

Production and Testing

- 1) Students will be required to demonstrate daily production assignments requiring pre-planning of methodology and recipes. Recipes must be read and understood by the student before attending class. **Students will be evaluated on teamwork, professionalism, mise en place, production guide/timelines, plating diagrams, quality of finished product, sanitation and organizational skills.**
- 2) All assignments, projects and tests will be assigned point values. It is the responsibility of the student to obtain quiz and production competency scores. Weekly tests will be tabulated and returned to the student for review in a timely fashion (usually within one day). Students are strongly encouraged to review their scores and grade sheets often. They can be reviewed by appointment during office hours.
- 3) The quiz schedule and dates are included in the weekly schedule posted in introductory content area of Moodle shell. Quizzes will be written and given during class time. Grading will take place immediately after the quiz is complete. Makeup for a missed test is not offered unless faculty is notified and guidelines are identified for the individual situation before each test. Students may be able to make up a missed test for emergency situations such as sickness or required work activities, but must submit documented excused absences such as a Doctor note identifying excused dates or mandatory work related travel dates in a timely manner.
- 4) It will be the student's responsibility to complete the assigned competencies. Upon completion, it will be the student's responsibility to have Chef Phillips critique the assignment and give feedback to the student on what can be improved, quality standards, etc. At that point, it will be the student's responsibility to type the feedback and submit the feedback via Moodle Drop Box by the end of the rotation to receive a grade for the competencies.

Total points earned will be divided by points possible, and a letter grade will be assigned based on the following:

Grading Scale:

90 - 100 A
80 - 89 B
70 - 79 C
60 - 69 D

Evaluation Criteria:

| | |
|---------------|------------|
| Tests | 40 percent |
| Notebook | 10 percent |
| Final Project | 5 percent |
| Sanitation | 5 percent |
| Competencies | 40 percent |

Total: 100 pts

ATTENDANCE POLICY:

Attendance will be taken. **Each unexcused missed class will result in a 5-point deduction from final points accumulated. Excused classes (provide doctor's note/emergency) will result in a 2-point deduction. Late students, or students that leave class early will result in a 3-point deduction from final points accumulated.**

No make-up is allowed for lab participation. If students are absent for any reason, they will be accountable for any information disseminated and be held responsible for class notes, announcements of tests, and assignments.

PARTICIPATION:

Students must demonstrate teamwork as consistent with industry. This is necessary as students contribute to the learning environment and become active learners by attending class and participating. Students who read text assignments prior to class will be equipped to participate and will obtain the most from this course. Participation points will be granted or denied depending on how the student exhibits enthusiasm, interest, teamwork, organization, and preparedness.

BREAKS:

One (1) each- ten (10) minute break per five (5) hour laboratory period, will be granted at the discretion of Chef Siegel and permission to leave the kitchen is required. This does not include lavatory visits.

DUE DATES:

To receive full credit, assignments must be submitted by the stated due dates. Late assignments will be not be accepted.

TESTS:

Tests will be given during the semester as announced. Assignments for makeup tests will be made only if faculty is notified by voice mail, e-mail, or personally prior to the test. A score of zero will be averaged into grade determination for any missed test.

ACADEMIC INTEGRITY:

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at http://life.umt.edu/vpsa/student_conduct.php.

DISABILITY ACCOMMODATION:

Eligible students with disabilities will receive appropriate accommodations in this course

when requested in a timely way. Please contact me after class or in my office. Please be prepared to provide a letter from your DSS Coordinator. For more information, visit the Disability Services website at <http://www.umt.edu/dss/> or call 406.243.2243 (Voice/Text) or <http://www.umt.edu/dss>.

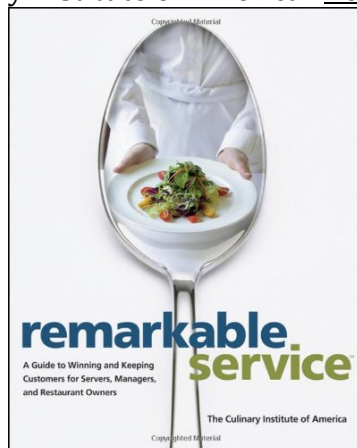
CULINARIAN CODE:

All students are expected to uphold all teachings of the American Culinary Federation's Culinarian Code:

As a proud member of the American Culinary Federation, I pledge to share my professional knowledge and skill with all culinarians. I will place honor, fairness, cooperation and consideration first when dealing with my colleagues. I will keep all comments professional and respectful when dealing with my colleagues. I will protect all members from the use of unfair means, unnecessary risks and unethical behavior when used against them for another's personal gain. I will support the success, growth, and future of my colleagues and this great federation.

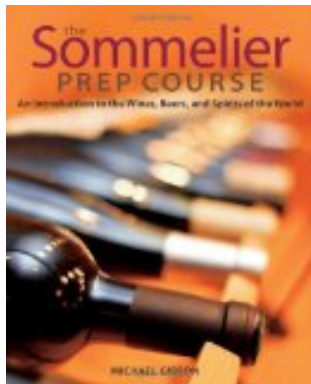
REQUIRED TEXTBOOK:

Culinary Institute of America. Remarkable Service. Wiley Publishing



SUGGESTED REFERENCE MATERIALS:

Gibson, Michael. The Sommelier Prep Course: An Introduction to the Wines, Beers, and Spirits of the World. Wiley Publishing 2010 ISBN#978-0-470-28318-9



Videos: Food and Beverage Institute

Introduction To Table Side cooking – CIA
Preparation To Order Taking
Managing the Rush
The Server
Flambé Cookery
Beverage and Food Service

Sit- Down Buffet
Understanding Wines
Liquid Assets
Wine Service
Dessert To Check Handling

SUPPLIES:

Wine opener
Digital Camera

SUPPLIES: Knife kit, Camera

CELL PHONE POLICY: Cell phones are allowed in class only as a means to record photos for the final notebook. Text messaging during class or lab is not allowed. Unexcused departures from the kitchen to use cell phones will be treated as an unexcused absence and participation points will be deducted. It is advisable to direct emergency (only) phone messages to the kitchen phone (243-7815).

UNIFORM POLICY: Students will be required to be in full Server Uniform to be accepted into class. Daily line-ups will take place and any student that is not in full uniform will be sent home and will lose participation points for the day. The uniform is as follows:

Clean, pressed black slacks or a black skirt (at knee length) for females

Black, non-slip shoes

Black, or dark colored socks. Hosiery must be worn if wearing a skirt.

Clean, pressed white buttoned down shirt with no undergarments showing, available at Missoula Textiles

A maroon or black tie

Bistro Apron available at Missoula Textiles

MEAL POLICY: It is the students' responsibility to read and understand the meal policy. Abuse of the meal policy will be reflected on the grade sheet.

COURSE OUTLINE:

A Station Overview:

1. Handouts -Station Assignments -Syllabus
 - a. Dining Room Station
 1. Setup
 2. Takedown
 2. Reservations
 - a. Use reservation form
 - b. Ask appropriate questions and record information
 3. Menu Procedure and Daily Specials
 - a. Typing up and distributing daily menu
 - b. Signs -and promotion
 - c. Marketing -suggestive selling
 4. Espresso Station Equipment Review
 - a. Opening and Closing
 - b. Basic operations of Espresso machine
 - c. Steamer
 - d. Coffee making 101
 1. Basic Principles of Coffee
 2. Varieties Roasts and Blends
 - e. Tea making 101
 1. Procedure for Preparing Tea
 2. Varieties
 3. Iced Tea
 5. The Server
 - a. Reliable
 - b. Cooperative
 - c. Personable
 - d. Healthful
 - e. Neat and Tidy
 - f.. Knowledgeable
 - g. Marketing
 - h. Attentive
 6. Buffet Project
 - a. Teamwork and coordination with kitchen.
- b. 50 - 100 Guests
c. Proper set-up and breakdown
d. Proper service during buffet

7. Types of Table Service
 - a. French Service
 1. Formal -Multiple Service ware
 2. Table side cooking
 3. Gueridon ~ Flambe' Cart
 - b. Russian service
 1. Formal
 2. Heavy silver service ware
 3. One server
 4. Heated Plates
 5. Finger bowls
 - c. English Service
 1. Private home or dining room
 2. Carving at the table
 3. Servants
 - d. American Service
 1. Less formal
 2. Service ware minimal
 3. Food brought to table
 4. Servers
8. Video -"Managing the Rush"
9. Flambe' Cooking and Cart Review
 - a. Safety and operation
 - b. Lighting
 - c. Set up
 - d. Video "Flambe' Cookery"
10. Service Methods
 - a. Banquets
 - b. Buffets
 - c. Catering
 - d. A la carte
11. Napkin Folds
 - a. Video "5 minute Napkin Folds"
 - b. Video "Napkin Folds of New Orleans"
12. Before the guests arrive
 - a. Dining room assignments
 - b. Seating the guests properly
 - c. Studying the menu
 - d. Marketing the food
 - e. Know what you are selling
 - f. Efficiency
 - g. Video

13. Etiquette

- a. Approaching the guests
- b. Seating the guests
- c. Handling Complaints
- d. Handling Difficult people

14. Placing orders in the kitchen

- a. Orally
- b. Written
- c. Communication
- d. Cooperation
- e. Timing of plate presentation to order

15. Handling Unusual Circumstances

16. Sanitation and Emergency Procedures

17. Beverage Service

- a. Characteristics of Wine
- b. Types of Wine
- c. Non-alcoholic Beverages
- d. Distilled Spirits and Cocktails

All weekly plans, reading assignments, project due dates, and testing dates are to be delivered and explained the first day of class. Final comprehensive written exam date will be announced at this time.

Required Competencies

| Assignment | 4 points | 3 points | 2 points | 1/0 point | Total |
|-----------------------|--|--|---|--|-------|
| Caesar Salad | Excellent, attractive MEP. Timeliness and efficiency. Creative showmanship. Excellent use of teamwork. Greens crisp and fresh. Excellent tasting dressing. Correct accompaniments served appropriately. Portion size appropriate. | Suitable, attractive MEP. Timeliness and efficiency. Appropriate showmanship. Good use of teamwork. Greens crisp. Decent tasting dressing. Correct accompaniments served appropriately. Portion size appropriate. | Suitable MEP. Attempted showmanship. Attempted use of teamwork. Correct accompaniments served appropriately. Portion size appropriate. | Inappropriate MEP. Lack of showmanship. No use of teamwork. Inappropriate or no accompaniments. Portion size inappropriate. | |
| Bananas Foster | Excellent, attractive MEP. Timeliness and efficiency. Creative showmanship. Excellent use of teamwork. Flame of appropriate size. Caramel sauce rich and velvety. Excellent flavor. Portion size appropriate. Correct accompaniments served appropriately. | Suitable, attractive MEP. Timeliness and efficiency. Appropriate showmanship. Good use of teamwork. Appearance of flame. Caramel sauce a little too thick or too thin. Decent flavor. Portion size appropriate. Correct accompaniments served appropriately. | Suitable MEP. Attempted showmanship. Attempted use of teamwork. Appearance of flame. Caramel sauce hard. Portion size appropriate. Correct accompaniments served appropriately. | Inappropriate MEP. Lack of showmanship. No use of teamwork. Inappropriate or no accompaniments. Portion size inappropriate. No flame. Sauce at very inappropriate consistency. | |
| Crepe Suzette | Excellent, attractive MEP. Timeliness and efficiency. Creative showmanship. Excellent use of teamwork. Flame | Suitable, attractive MEP. Timeliness and efficiency. Appropriate showmanship. Good use of teamwork. | Suitable MEP. Attempted showmanship. Attempted use of teamwork. Appearance of flame. Citrus sauce hard. | Inappropriate MEP. Lack of showmanship. No use of teamwork. Inappropriate or no accompaniments. Portion size | |

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| | of appropriate size. Citrus sauce rich and velvety. Excellent flavor. Portion size appropriate. Correct accompaniments served appropriately. | Appearance of flame. Citrus sauce a little too thick or too thin. Decent flavor. Portion size appropriate. Correct accompaniments served appropriately. | Portion size appropriate. Correct accompaniments served appropriately. | inappropriate. No flame. Sauce at very inappropriate consistency. | |
| Cherries Jubilee | Excellent, attractive MEP. Timeliness and efficiency. Creative showmanship. Excellent use of teamwork. Flame of appropriate size. Cherry sauce rich and velvety. Excellent flavor. Portion size appropriate. Correct accompaniments served appropriately. | Suitable, attractive MEP. Timeliness and efficiency. Appropriate showmanship. Good use of teamwork. Appearance of flame. Cherry sauce a little too thick or too thin. Decent flavor. Portion size appropriate. Correct accompaniments served appropriately. | Suitable MEP. Attempted showmanship. Attempted use of teamwork. Appearance of flame. Cherry sauce hard. Portion size appropriate. Correct accompaniments served appropriately. | Inappropriate MEP. Lack of showmanship. No use of teamwork. Inappropriate or no accompaniments. Portion size inappropriate. No flame. Sauce at very inappropriate consistency. | |
| Tableside Carving | Excellent, attractive MEP. Timeliness and efficiency. Creative showmanship. Excellent use of teamwork. Meat carved evenly, with no steps throughout the meat. Plate presentation clean, attractive and quick. Portion size appropriate. | Suitable, attractive MEP. Timeliness and efficiency. Appropriate showmanship. Good use of teamwork. Meat carved nicely with one or two steps. Plate presentation clean and timely. Portion size appropriate. | Suitable MEP. Attempted showmanship. Attempted use of teamwork. Meat carved too quickly or slowly with multiple steps. Plate presentation disorganized yet attractive. Portion size appropriate. | Inappropriate MEP. Lack of showmanship. No use of teamwork. Inappropriate or no accompaniments. Portion size inappropriate. Meat carved inappropriately. Plate presentation sloppy and inefficient. | |
| Espresso | Thick, frothy crema. Excellent mouth-feel and flavor. Puck stiff | Appearance of crema. Decent mouth-feel and flavor. Puck well | Appearance of crema. Decent mouth-feel and flavor. Puck falls | No crema. Bitter taste. Puck falls apart. Milk has no foam, | |

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| | and well packed. Milk has an excellent foam, texture and temperature. Appropriate use of coffee specials. | packed. Milk has a nice foam, temperature and texture. Appropriate use of coffee specials. | apart, but holds some shape. Milk has some foam, appropriate temperature and texture. Appropriate use of coffee specials. | inappropriate temperature and texture. No utilization of coffee specials. | |
| Coffee/Hot Beverage Service | Timely and proper delivery of beverage. Warm cups and spoons. Appropriate accompaniments. | Timely and proper delivery of beverage. Appropriate accompaniments and glasses. | Attempted timely and proper delivery of beverage. Appropriate accompaniments and glasses. | Inefficient service of beverages. Inappropriate or no accompaniments and/or glasses. | |
| French Press | Proper presentation of French Press: dressed, pressed, and filling. Appropriate accompaniments and glasses. Appropriate amount of coffee and/or water in Press. | Presentation of French Press: nicely dressed, pressed at table. Appropriate accompaniments and glasses. Too much or too little coffee and/or water in Press. | Presentation of French Press: not dressed, not pressed or filled at table. Appropriate accompaniments and glasses. Too much or too little coffee and/or water in Press. Spill at table. | Presentation of French Press: not dressed, not pressed or filled at table. Inappropriate accompaniments and glasses. Too much or too little coffee and/or water in Press. Spill at table. | |
| Still Wine Service | Proper presentation of bottle. No sound when uncorked. Proper utilization of host and service. Correct use of glasses. | Proper presentation of bottle. Small sound when uncorked. Proper utilization of host and service. Correct use of glasses. | Improper presentation of bottle. Small sound when uncorked. Proper utilization of host and service. Correct use of glasses. | Improper presentation of bottle. Large pop when uncorked. Improper utilization of host and service. Incorrect use of glasses. | |
| Sparkling Wine Service | Proper presentation of bottle. No sound when uncorked. Proper utilization of host and service. Correct use of glasses. | Proper presentation of bottle. Small sound when uncorked. Proper utilization of host and service. Correct use of glasses. | Improper presentation of bottle. Small sound when uncorked. Proper utilization of host and service. Correct use of glasses. | Improper presentation of bottle. Large pop when uncorked. Improper utilization of host and service. Incorrect use of glasses. | |
| Food Service | Proper use of guest checks for line. Timely pick-up of food. | Proper use of guest checks for line. Timely pick-up of food. | Improper use of guest checks for line, but corrected | Improper use of guest checks for line. Untimely pick-up of food. | |

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| | Proper setting of silverware, plates, etc. Correct means of service according to methods taught. | Improper setting of silverware, plates, etc., but corrected immediately. Correct means of service according to methods taught. | immediately. Timely pick-up of food. Improper setting of silverware, plates, etc., but corrected immediately. Correct means of service according to methods taught. | Improper setting of silverware, plates, etc. Incorrect means of service according to methods taught. | |
| Rapport with Guests | Excellent use of appropriate and formal language. Appropriate body language and graciousness. Attentiveness and respect, giving the best experience possible. | Suitable use of appropriate and formal language. Appropriate body language. Attentiveness and respect, giving an enjoyable experience. | Attempted use of appropriate and formal language. Attempted use of appropriate body language. Attentiveness and respect, giving an enjoyable experience. | Inappropriate use of formal language. Inappropriate body language. Inattentiveness and lack of respect, leaving customers with bad experience. | |
| Teamwork | Utilize fellow servers to deliver plates, help with tableside service and bussing tables. Excellent communication and flow in Dining Room. | Utilize fellow servers to deliver plates, help with tableside service and bussing tables. Decent communication and flow in Dining Room. | Attempted utilization of fellow servers to deliver plates, help with tableside service and bussing tables. Lack of communication in Dining Room causing delays of service. | No utilization of fellow servers to deliver plates, help with tableside service and bussing tables. No use of communication in Dining Room causing delays of service or cancelling of service. | |
| Sanitation | Uniform appropriate and clean, pressed; close attention to personal hygiene; hands washed frequently; sanitation station set-up. Stays until kitchen is completely cleaned, or is | Uniform appropriate and clean; standard personal hygiene; sanitation station set-up | Uniform appropriate and clean; standard personal hygiene. | Uniform inappropriate and dirty; lack of personal hygiene. | |

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| | checked out by sanitour or one of their Chef Instructors. | | | | |
| Organization/MEP | Dining Room clean; tables set according to appropriate service style; silverware, glassware spotless; server bar clean, organized; coffee station organized. Recipes, production schedules and requisitions are read, prepared for day's work. Efficient work area and line. Demonstrates teamwork and professionalism. | Dining Room clean; tables set according to appropriate service style, maybe one or two items out of place; silverware, glassware polished, but not spotless; server bar clean, organized; coffee station organized. | Dining Room clean; tables set according to appropriate service style, but a few items out of place; silverware, glassware polished, but not spotless; server bar unorganized; coffee station unorganized. | Dining Room dirty; tables not set for service; silverware, glassware not polished; server bar unorganized and dirty; coffee station unorganized and dirty. | |

