

Washtenaw Community College Comprehensive Report

CUL 145 Dining Room Service Effective Term: Fall 2018

Course Cover

Division: Business and Computer Technologies
Department: Culinary and Hospitality Management
Discipline: Culinary Arts
Course Number: 145
Org Number: 13500
Full Course Title: Dining Room Service
Transcript Title: Dining Room Service
Is Consultation with other department(s) required: No
Publish in the Following: College Catalog , Time Schedule , Web Page
Reason for Submission: Course Change
Change Information:
 Consultation with all departments affected by this course is required.
 Course title
 Course description
 Total Contact Hours
 Outcomes/Assessment
 Objectives/Evaluation
Rationale: Culinary program is being revised.
Proposed Start Semester: Fall 2018
Course Description: Students in this course will be introduced to the service skills required in a restaurant that is open to the public. This live laboratory environment provides students with real world, hands-on experience in a learning setting. This unique restaurant allows students to practice customer relations and management techniques. Students will be given the opportunity to earn nationally recognized certification for professional portfolio development. The title of this course was previously Introduction to Dining Room Protocol.

Course Credit Hours

Variable hours: No
Credits: 3
Lecture Hours: Instructor: 30 **Student:** 30
Lab: Instructor: 45 **Student:** 45
Clinical: Instructor: 0 **Student:** 0

Total Contact Hours: Instructor: 75 **Student:** 75
Repeatable for Credit: NO
Grading Methods: Letter Grades
Audit
Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Level 2

Requisites

Prerequisite

CUL 110 minimum grade "C"; may enroll concurrently
and

Prerequisite

Academic math level 2 or MTH 067 or higher; may enroll concurrently

General Education

Degree Attributes

Statewide articulation approved

Request Course Transfer

Proposed For:

Eastern Michigan University
Ferris State University
Grand Valley State University
Kendall School of Design (Ferris)
Michigan State University
University of Michigan
Wayne State University
Western Michigan University

Student Learning Outcomes

1. Demonstrate proper dining-room and table-top setting, service techniques, and safety and sanitation protocols.

Assessment 1

Assessment Tool: Practicum

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Rubric

Standard of success to be used for this assessment: 70% of students will score 70% or higher

Who will score and analyze the data: Departmental faculty will score and analyze the data

2. Master competencies required to take third party exam in Customer Service subject area.

Assessment 1

Assessment Tool: National Restaurant Association Education Foundation (NRAEF) exam

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Externally scored standardized test

Standard of success to be used for this assessment: 70% of the students will score 70% or higher per the National Restaurant Association Education Foundation (NRAEF)

Who will score and analyze the data: NRAEF will score the data, department faculty will analyze the data

3. Demonstrate food and beverage service protocols for hospitality operations in areas of customer service, such as professional appearance, use of terminology and recognition of management

exceptions.

Assessment 1

Assessment Tool: Practical Exam

Assessment Date: Fall 2020

Assessment Cycle: Every Two Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 70% of students will score 70% or higher

Who will score and analyze the data: Departmental faculty will score and analyze the data

Course Objectives

1. Demonstrate the general rules of table setting and service.
2. Discuss service methods such as banquets, buffets, catering and a la carte.
3. Describe the functions of dining service personnel.
4. Discuss training procedures for dining room staff.
5. Discuss procedures for processing guest checks using current technology.
6. Demonstrate guest service and customer relations, including handling of difficult situations, service recovery and accommodations for the disabled.
7. Explain inter-relationships and work flow between dining room and kitchen operations.
8. Discuss sales techniques for service personnel including menu knowledge and suggestive selling.
9. Perform calculations using current technology (i.e. computers, calculators, P.O.S.).
10. Define hospitality and the philosophy of the hospitality industry.
11. Trace the growth and development of the hospitality and tourism industry.
12. Describe the various cuisines and contributions of leading culinarians.
13. Outline the organization, structures and functional areas in various hospitality organizations as a perspective for later courses in menu planning, purchasing, food production and service, food and beverage controls management, and more.
14. Discuss and evaluate industry trade periodicals.

New Resources for Course

Course Textbooks/Resources

Textbooks

NRAEF . *Customer Service*, 2 ed. Chicago: Prentice Hall, 2009, ISBN: 0132179326.

Manuals

Sanders, E., Giannasio, M., Paz, P., & Wilkinson, R.. The Professional Server: A Training Manual, Prentice Hall, 01-12-2012

Periodicals

Software

Equipment/Facilities

Level III classroom

Computer workstations/lab

TV/VCR

Data projector/computer

Reviewer

Action

Date

Faculty Preparer:

Alice Gannon Boss

Faculty Preparer

Jan 08, 2018

Department Chair/Area Director:

Derek Anders Jr

Recommend Approval

Jan 10, 2018

Dean:

Eva Samulski

Recommend Approval

Jan 16, 2018

Curriculum Committee Chair:

David Wooten

Recommend Approval

Feb 05, 2018

Assessment Committee Chair:

Michelle Garey

Recommend Approval

Feb 05, 2018

Vice President for Instruction:

Kimberly Hurns

Approve

Feb 06, 2018