

Family & Consumer Sciences (FCS 4350)  
Dining Room Management  
Klehm Hall RM 4341  
Tentative Syllabi  
Fall 2012

**Instructor:** Kathy Rhodes  
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**Office Hours:** MWF (10:00am – 10:50 pm)

**Textbook:** Cichy, R. & Wise, P. (1999). *Managing Service in Food and Beverage Operations* (2<sup>nd</sup> Ed.). Lansing, MI: Educational Institute of the American Hotel and Motel Association.

**Course Description:** Examines the basic principles of dining room service and management, including classic and contemporary methods of service, dining room organization, service quality standards, beverage management and service, cost control, customer service relations, and supervisory techniques.

**Prerequisites:** FCS 2140 Quantity Food Production or FCS 3784 Commercial Quantity Food Production and BUS 2101 (Principles of Financial Accounting). Please note that prerequisites are **STRICTLY** enforced.

**Course Objectives:** Upon completion the student will:

1. Apply procedures utilized with different service styles.
2. Differentiate service quality standards and procedures among various segments within the foodservice industry.
3. Develop a maintenance checklist for commonly used types of foodservice equipment.
4. Apply safety and sanitation issues related to service.
5. Apply labor, revenue, and inventory cost control methods to dining room and service areas.
6. Analyze beverage service procedures and styles.
7. Define basic wine and beverage terminology.
8. Develop a service training manual.

**Attendance/Attitude/Course Policies**

You are responsible for the academic consequences of your absence. Since one must be present to *participate* in class, **ATTENDANCE WILL GREATLY AFFECT GRADES**. Missed class activities such as video reaction papers, guest speakers, class exercises **cannot** be made-up, regardless of the reason (illness and excused absences included). One 10 pt. exercise will be dropped, however, from the final tally. Furthermore, students are expected to conduct themselves in a professional manner during class. Negative attitudes, excessive tardiness, cell phone use and other forms of disruptive behavior will not be tolerated. If you are more than ten minutes late, you will receive no discussion/activity points whenever appropriate.

**Electronic Communication**

Electronic mail (e-mail) **should not** be used to ask the instructor for lecture notes, missed assignments, or other course handouts. Please use the buddy system to contact a fellow classmate for such materials in the event you miss class. Should you use e-mail to contact the instructor, please put FCS 4350 in the subject line. **Use your eiu.edu pen account only**. Please note that electronic

submissions for any assignments are **NOT** accepted. Please allow 24 hours response time for e-mails; however, e-mail messages submitted after 4:00 pm on Fridays will not be answered until Monday.

### **Turning in Assignments**

If you are absent, it is YOUR responsibility to find out what assignments have been made, how they are prepared, and when they are due. **I do not accept late assignments. They are due in paper format (no e-mail submissions) at the beginning of the class period on the assigned due date.** The instructor is not responsible for papers turned in early or late, slipped under the office door, put in my mailbox, or e-mailed. Due to time constraints and due to fairness to other students, presentations/debates **cannot be made up** regardless of the reason (excused and unexcused) so select the date carefully. All assignments **must be stapled** (no paper clips, crimped corners, etc.). The instructor will not be responsible for lost or missing pages. All typed assignments must be printed in black ink and the instructor reserves the right to deduct points for poor print quality or inappropriately submitted papers. **(Note: Please note that plagiarism is taken very seriously. A plagiarized paper will result in automatic course failure)**

### **Documented Disability**

If you feel you have a documented disability and wish to discuss academic accommodations, please contact the Office of Disability Services at 581-6583.

### **Assignments/Grading**

<b>Evaluation:</b>	<b>*Points</b>
Exams (3 @ 100 pts. each)	300
Problems/Homework/Case Studies	100
Major Project	<u>100</u>
*Approximate	<b>TOTAL</b>
	500

### **Grading Scale:**

90% or above = A; 80-89=B; 70-79%=C; 60-69%=D; Below 59%=F

**ALL CELL PHONES MUST BE ON VIBRATE. NO TEXTING DURING CLASS**

## TENTATIVE CLASS SCHEDULE

Week	Date	Topic	Chapter(s)
1	8/20, 8/22, 8/24	Overview of the Course Service Management	1
2	8/37, 8/29, 8/31	Service Management & Leadership	1
3	9/3, 9/5, 9/7	Labor Day ( <b>No Classes 9/3</b> ) Service Styles: French; Russian; American; others	3
4	9/10, 9/12, 9/14	Service Techniques	3
5	9/17, 9/19, 9/21	Service Equipment & Materials	5
6	9/24, 9/26, 9/28	Service Equipment Checklists Due (9/30) Sanitation, Safety & Legal Issues	7
7	10/1, 10/3, 10/5	Sanitation, Safety & Legal Issues <b>(10/8) Exam #1</b> Fall Break ( <b>No classes: 10/8</b> )	7
8	10/8, 10/10, 10/12	Labor & Revenue Controls	8
9	10/15, 10/17, 10/19	Labor & Revenue Controls	8
10	10/22, 10/24, 10/26	Labor & Revenue Controls	8
11	10/29, 10/31, 11/2	Banquet Service <b>(11/5) Exam #2</b>	10
12	11/5, 11/7, 11/9	Beverage Management	4
13	11/12, 11/14, 11/16	<b>Major Projects Due (11/18)</b> Beverage Management	4
14	11/19 – 11/23	<b>Thanksgiving Break (No Classes)</b>	
15	11/26, 11/28, 11/30	Beverage Management	4
16	12/3, 12/5, 12/7	Course Wrap-Up	

**Final: Dec. 11 from 10:15 am-12:15 pm**