1. Catalog Description
   a. Course Number: FCS 4350
   b. Title: Dining Room Management
   c. Meeting times and credit: 3-0-3
   d. Terms to be offered: F
   e. Short title: Dining Mgmt
   f. 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.
   g. Prerequisite: FCS 2140 Quantity Food Production or FCS 3784 Commercial Quantity
      Food Production and BUS 2101 (Financial Accounting).
   h. Initial Term: Fall 2007

2. Student Learning Objectives and Evaluation
   a. Objectives. Course objectives are listed below with corresponding examples of
      assessment methods.
      Upon completion of the course the students will:
      ▪ Apply procedures utilized with different service styles; (exams, practical applications,
        training manuals)
      ▪ Differentiate service quality standards and procedures among various segments
        within the foodservice industry; (exams, training manual)
      ▪ Develop a maintenance checklist for commonly used types of foodservice equipment
        (homework)
      ▪ Apply safety and sanitation issues related to service; (exams, training manuals)
      ▪ Apply labor, revenue, and inventory cost control methods to dining room and service
        areas; (exams, problems)
      ▪ Analyze beverage service procedures and styles; (exams, practical applications)
      ▪ Define basic wine and beverage terminology; (exams)
      ▪ Develop a service training manual. (training manual)
   b. Assessment
      Student achievement of the stated objectives will be assessed based on the following
      activities:
      - Exams 50%
      - Practical applications 25%
      - Problems/homework 10%
      - Training manuals 15%
   c. This course is not technology delivered.
   d. This course is not offered for graduate credit.
   e. This course is writing active.
3. Outline of Course

a. Units of time

I. Service management overview 2 weeks
   A. Leadership and empowerment
   B. Customer service models
   C. What guests expect
   D. The importance of employee selection
   E. Service as a profession

II. Dining room service 4 weeks
   A. Service styles
      1. French
      2. Russian
      3. American
      4. Others
   B. Service techniques
      1. Taking orders
      2. Serving beverages
      3. Serving food items
      4. Clearing the table
      5. Presenting the check
      6. Suggestive selling
   C. Employee organization
      1. Common positions and responsibilities
      2. Position descriptions
      3. Team approach
      4. Pre-shift meetings
   D. Service equipment and materials
      1. China and dishes
      2. Glassware
      3. Utensils
      4. Linens
      5. Rechaunds
      6. Mise en place in the dining room

III. Sanitation, safety and legal issues 1 week
   A. Sanitation
      1. Guidelines for servers
      2. Service equipment
   B. Safety
      1. Accident prevention
      2. Emergency situations
      3. Security/robberies
   C. Legal
      1. Americans with Disabilities Act
      2. Harassment and discrimination
      3. Wages, tip pooling, tip sharing, tip reporting
      4. Truth in menu

IV. Cost and revenue controls 3 weeks
   A. Labor
      1. Scheduling service workers
      2. Analyzing labor costs
      3. Staffing guides
   B. Revenue
1. POS systems
2. Cash control
3. Processing credit cards
4. Cashier/Wait Staff banks
5. Guest checks as a control
6. Guest complaints

C. Food and supplies
   1. Cost of waste, theft, breakage
   2. Storing and issuing inventory items
   3. Systems to record inventory
   4. Standardized menus and procedures

V. Banquet service
   1. Booking and planning events
      1. Function sheets
   B. Preparing for events
      1. Room set up
      2. Staffing
   C. Service techniques for banquets
      1. Plating and Serving
      2. Storage

VI. Beverage Management
   1. Booking and planning events
      1. Function sheets
   B. Preparing for events
      1. Room set up
      2. Staffing
   C. Service techniques for banquets
      1. Plating and Serving
      2. Storage

b. Not applicable; this course is not technology delivered.

4. Rationale
   a. Purpose and need: This course provides an in depth study of service procedures, techniques
      and styles utilized in dining rooms and discussion and application of management techniques
      used in dining room settings. The course provides an extension of the basic service techniques
      provided in FCS 3784 (Commercial Quantity Food Production). ACPHA, the accrediting body for
      hospitality programs, lists course work in operations relative to the provision of hospitality goods
      and services as a curriculum standard.
b. Justification for course level and prerequisites. This course expands on the information presented in FCS 3784 (Commercial Quantity Food Production) regarding service styles and techniques. Basic knowledge of the hospitality industry and foodservice operations are necessary. The managerial perspective and application justifies an upper division level.

c. Similarity to existing courses: FCS 3784 (Commercial Quantity Food Production) covers basic service techniques; this course provides a more complete and advanced study of the topic.

d. Impact on Programs: This course is an elective for the Hospitality Management Concentration in the FCS in Business Option Program.

5. Implementation
a. Faculty members to whom this course may be assigned: Lisa Brooks.

b. No additional cost is associated with this course.

c. Text and Supplementary Materials:


6. Community College Transfer: A community college course may not be judged equivalent to this course.

7. Date approved by the SFCS Curriculum Committee: November 15, 2004

8. Date approved by the LCBAS Curriculum Committee: December 15, 2004

9. Date approved by the Council of Academic Affairs: January 20, 2005