

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	FSS 1250
COURSE TITLE:	Dining Room Management
PREREQUISITE(S):	None
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	8
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	2
Laboratory:	6
Other _____:	
FACULTY WORKLOAD POINTS:	6.20
STANDARDIZED CLASS SIZE ALLOCATION:	24 Lecture/12 Lab

CATALOG COURSE DESCRIPTION:

Students will acquire knowledge of various types of service appropriate to dining in such settings as upscale restaurants, bistro-style cafés, private dining rooms, banquets and both on and off premise catering functions. The course will demonstrate the relationship of menu, equipment, wine service, supplies, merchandising and personnel to create exemplary customer service. Differing styles of dining room service, including French, Russian, English and American will be stressed. The college operated dining labs, through hands on competencies and demonstrations will support course objectives. Eight contact hours: two lecture hours, six laboratory hours.

SUGGESTED TEXT(S):	Remarkable Service, Wiley, Latest Edition
IMPLEMENTATION DATE:	November 14, 1987
REVIEW OR MODIFICATION DATE:	Fall Term, 1993 (941) Fall Term, 2004 (20051)—REACTIVATION Fall Term, 2008 (20081) - Outline Review 2007

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Successful Food and Beverage Service	6
A. Standards	
B. Quality	
C. Productivity and Efficiency	
II. Planning Food and Beverage Service	9
A. Function	
B. Mood	
C. Efficiency	
III. Management of Food and Beverage	6
A. Job Functions	
B. Organization	
C. Leadership	
IV. Equipment and Supplies	6
A. Equipment Selection	
B. China and Glassware	
C. Flatware and Linen	
V. Human Relations on the Job	9
A. Manner	
B. Dress Code	
C. Attitude	
D. Performance	
VI. Merchandising Role	9
A. Sales Activities	
B. Bookings	
VII. Types of Course Service	12
A. Traditional	
B. Non-traditional	
C. Menu Types	

COURSE TOPICS (CONTINUED)	<u>CONTACT HOURS PER TOPIC</u>
VIII. Preparing Dining Room Service	27
A. Employees	
B. Cleaning Methods	
C. Setting Methods	
IX. Essentials of Food Service	18
A. Specific Food and Methods	
B. Platter Service	
X. Essentials of Wine and Beverage Service	12
A. Sommelier	
B. Types of Wine	
XI. Beverage Bar Service	6
A. Inventory Control	
B. Drink Variations	
C. Legal Laws	

STUDENT COMPETENCIES:

After instruction, the student will be able to:

1. Demonstrate knowledge of the various types of and the general rules for table service.
2. Identify the functions of all dining service personnel.
3. Demonstrate knowledge of the liquor laws as they pertain to hotels, restaurants, and clubs.
4. Distinguish wines by taste and odor and determine their appropriate service.
5. Execute catered functions in both on premise and off premise settings. Design catering menus, cost menus, price menus, complete order sheets for function food and beverage items, complete staffing and operation worksheets and meet with appropriate catering clients
6. Master dining competencies related to a variety of dining settings including fine dining, private clubs, catering, bistro style, banquet service and business and industry functions.

PROGRAM TITLE: Dietetic Technician (Culinary Dietetic Option), 226A

COURSE TITLE: Dining Room Management

CIP NUMBER: 0420.040401

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

02.0 SELECT FOOD SERVICE MANAGEMENT OPTION - The student will be able to:

02.03 Plan and review food procurement, production and service.

02.04 Assist n development of cost planning procedures and implementation of budget controls for food service operations and delivery systems.

02.09 Assist in an ongoing program of quality assurance for food service units.

PROGRAM TITLE: Culinary Management, 2259
COURSE TITLE: Dining Room Management
CIP NUMBER: 0620.04100 (AAS)/1620.040100 (AS)

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

06.0 IDENTIFY THE ORGANIZATION AND FUNCTIONS OF THE CULINARY INDUSTRY

The student will be able to:

06.08 Discuss history and composition of foods and beverages

06.09 Identify critical trends in food and beverage industry

20.0 PERFORM VARIOUS TYPES OF FOOD SERVICES - The student will be able to:

20.01 Perform American Service

20.02 Prepare for buffet service

20.04 Prepare French service

20.05 Perform tableside service

20.06 Perform Russian service

20.07 Perform catering services

PROGRAM TITLE: Hospitality and Tourism Management, 2214

COURSE TITLE: Dining Room Management

CIP NUMBER: 0206.079900 (AAS)/1206.079900 (AS)

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

02.0 DEMONSTRATE CUSTOMER SERVICE SKILLS - The student will be able to:

- 02.01 Demonstrate a hospitality attitude
- 02.02 Explain guest experience management
- 02.03 Demonstrate the proper way to greet guests
- 02.04 Describe the importance of a smile
- 02.05 Discuss guest expectations
- 02.06 Describe the concept of exceeding guest expectations
- 02.07 Explain the importance of thanking a guest
- 02.08 Discuss atmosphere of positive guest experience, respect of a guest, enthusiasm toward gracious service
- 02.09 Explain the importance of a sense of humor
- 02.10 Demonstrate the ability to answer guest questions concerning services courteously

PROGRAM TITLE: Restaurant Management, 2212
COURSE TITLE: Dining Room Management
CIP NUMBER: 0206.070400 (AAS)/1206.070400 (AS)

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

01.0 DEMONSTRATE ACCEPTABLE PROFESSIONAL SANITATION/SAFETY PRACTICES - The student will be able to:

- 01.03.01 Identify general safety practices
- 01.03.02 Identify general hygienic principles

03.0 DEMONSTRATE HUMAN RESOURCE MANAGEMENT TECHNIQUES - The student will be able to:

- 03.03.08 Identify team-building strategies

04.0 DEMONSTRATE APPROPRIATE COMMUNICATION SKILLS - The student will be able to:

- 04.01.01 Teach by example

07.0 DEMONSTRATE PROFICIENCY IN CUSTOMER RELATIONS - The student will be able to:

- 07.02.05 Demonstrate the process of selling

11.0 DEMONSTRATE PROFICIENCY IN PLANNING, ORGANIZING AND CONTROLLING DAILY OPERATIONS - The student will be able to:

- 11.01.01 Forecast needs based on local trends
- 11.02.03 Organize time to complete tasks

PROGRAM TITLE: Food and Beverage (Catering) Management, 6050

COURSE TITLE: Dining Room Management

CIP NUMBER:

(Please note that is program has currently submitted a New Program Submittal Form to the State and a CIP number or Framework numbers have not yet been established. Framework performance standards will mirror those listed in the four degree programs, focusing on service, customer needs, styles of service, foodservice operations, catering and business needs and functions.)

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

