Walters State Community College Course Syllabus

Course Information

Course Number and Name: CULA 1240 Dining Room Service
Section ID: 80565.202380
Semester and Year: Fall 2023
Credit Hours: 2
Start Date: August 21, 2023
End Date: December 08, 2023
Course Format: CON - Conventional Methodology
Catalog Course Description: An exploration of table service principles and skills with an emphasis on customer service in a restaurant. The focus will be placed on guest relations, professional communications, ordertaking in an à la carte environment, service sequence, point-of-sale systems, cash handling, beginning merchandising, table skills, and dining room preparation. Students will study and engage in critical- thinking topics that are relevant to providing high-quality formal table service and customer service.**(F)(S)** 1 hour lecture / 2.5 hours laboratory.
Meeting Details: R; 03:30PM - 07:30PM; CAPE 154
Course Drop Deadline: October 27, 2023

Instructor Information

Name: Jessie Maples
Office Location: CAPE 147
Office Hours: Thursdays 2:00 pm - 3:30 pm
Office Phone: 865-774-5817
Email: Jessie.Maples@ws.edu
Supervisor Name: Joe Cairns
Supervisor Phone: 865-774-5812
Secretary Name: Deb Peachey
Secretary Phone: 865-774-5817

Required Textbook(s) and Materials

Remarkable Service
Authors: Culinary Institute of America
Publisher: John Wiley & Sons, Incorporated
Edition: 3rd

Supplemental or Optional Materials

Member of the American Culinary Federation and provide proof of such to Deb Peachey to be placed in your file; this is required by the American Culinary Federation. The cost is $85.00 yearly for student culinarians. You can register for membership at [Greater Smoky Mountain Chapter, Knoxville, TN.](#) or [acfchefs.org](#)

Student Learning Outcomes/Objectives

- To perform dining room service functions using a variety of types of service and to demonstrate an understanding of quality customer service. Provide students the opportunity to learn about and become familiar with the varieties of alcoholic and non-alcoholic beverages and to develop an appreciation for wine and food affinity. To explain laws and procedures related to responsible alcohol service.
  On completion of Dining Room Service, the student will be able to:

    1. Demonstrate professionalism and good personal hygiene habits in the dining room setting
    2. Demonstrate proper cleaning and storage in the beverage, dining room and linen storage
    3. Demonstrate the general rules of table settings and service, knowledge of menu during service to guest, understanding of room set up, table placement, pivot points and flow of service
    4. Discuss service methods, set up, and service such as banquets, buffets, catering and a la carte
    5. Describe and demonstrate American, English, French and Russian service
    6. Describe the functions of dining service personnel, discuss training procedures for dining room staff and explain inter-relationships and work flow between dining room and kitchen operations

7. Define function and describe methods of booking functions starting at set up to setting policies as related to payment

8. Discuss and demonstrate procedures for processing guest checks using current technology and procedures for dining room staff including processing guest checks

9. Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled

10. Discuss sales techniques for service personnel including menu knowledge and suggestive selling

11. Identify local, state and federal laws pertaining to the purchase and service of alcoholic beverages

12. Discuss and explain basic production process for distillation and fermentation

13. Distinguish wines by grape and/or fruit variety, country, growing region and production process

14. Evaluate the relationship of beverages to food and the relationship in reference to menu planning.

15. Identify and discuss the presentation and service of alcoholic and non-alcoholic beverages, including coffee and tea

16. Identify equipment and glassware used for beverage preparation and service

17. Discuss opening and closing procedures of a beverage operation

18. Discuss the fundamentals and importance of responsible alcohol service and Dram Shop Act and liquor law liability

19. Identify levels of intoxication and methods to control excessive consumption by guest

20. Explain procedures for implementing internal beverage controls

Instructional Approach and Methods

This class will include lecture with periodic testing and lab assignments.

1. Evaluation based on instructor observation of participation and production in all class activities.

2. Daily Grading based on following criteria

   a. Mise en place –

      - Clean, complete uniform with white undershirt only under the chef coat
      - On time for class
      - Required textbook, materials/tools for class assignments

   b. Cleaning duties as assigned-

- Storage of all ingredients and products
- Cleaning and storing of all equipment and utensils
- Proper cleaning of all lab areas

3. Lab Grading based on following criteria
   a. Work station, work habits, clean-up-
      - Properly and thoroughly cleaning assigned work space
   b. Time Management-
      - Planned production schedule to multitask
      - All assigned projects/items prepared and ready on time
   c. Waste control-
      - Watch to prevent waste
   d. Technique/skill -
      - Demonstrate correct serving techniques
   e. Teamwork-
      - Appropriate conduct and language.
      - Teamwork requires that all students contribute their fair share to the workload so that the class can accomplish its goals in a timely and satisfactory manner.

4. Competency levels for grading criteria
   - 0 = No regard for class requirements; did not follow guidelines stated in syllabus, handbook or assignment
   - 1 = Poor; Work was unsatisfactory, needed total supervision, did not grasp assignment
   - 2 = Fair; Acceptable work, needed some supervision, understood assignment but did not complete what was assigned
   - 3 = Good; the end results were good, needed little supervision, understood the assignment well
   - 4 = Very Good; No supervision needed and every aspect of the work assignment was understood and completed

5. Professionalism is a must! The student that is/or has been in a class with uniform required must be in full uniform with shirt tucked in and buttoned at all times throughout the class, including cleaning. Failure to abide by these policies (hygiene, jewelry, wrist accessories, nail, hair, and uniform dress code) will result in the loss of daily participation points. The first violation will result in a 25% loss of daily grade. The second violation will result in a 50% loss of daily grade. The third infraction and all thereafter will result in a loss of all daily points in class. Be aware that sanitation and cleaning habits have great value in the dining room. You must be wearing gloves when handling all ready-to-eat foods; this includes lemons and butter.

Assessment, Evaluation and Testing Procedures

Class Activity	Grade Percentage
Class Participation - Service	23%
Quizzes	15%
Projects	35%
Street Fair	10%
Written Final	5%
CHEF Events	12%
TOTAL	**100%**

Grading Scale

A	600 - 540 (100% - 90%)
B	539 - 480 (89% - 80%)
C	479 - 420 (79% - 70%)
D	419 - 360 (69% - 60%)
F	359 and under (59% and below)

Assignments

1. **Restaurant Design Project**
   - Based on the criteria discussed in class, design a fictional restaurant. This Project will include multiple components:
     - **Part 1: Dining Room Design - September 13, 2023**
     - **Part 2: Signature Napkin Fold - September 21, 2023**
     - **Part 3: FOH Training Plan - November 29, 2023**
2. **New York Street Fair - October 5, 2023**
   Rel Maples Institute for Culinary Arts will host a "Street Fair" on **Thursday, October 5, from 10 am – 2 pm**. The Street Fair will feature booths from each culinary class and will be open to the campus and the public. Each culinary class will be responsible for an exhibit, which could include a storefront, street vendor, location staging, or support personnel.

Each class will be required to complete the following for their exhibit:

- Submit a plan by **September 7th** using the following link: **[Street Fair Registration](#)** (opens in new window), to include:

  1. Booth Concept (drawing included)
     - Design should reflect actual store front and layout
  2. Business Name & Logo, which will be used on apparel
  3. Team Captains (2) & Duty Roster for setup & event
     - Each team will have two Team Captains
       - Kitchen/Food Production Captain
       - Booth Setup & Staging Captain
     - Each member of the class will be required to participate at some level of the process to include the following:
       - Design
       - Setup
       - Food Production
       - Service
       - Breakdown and clean-up
     - If you have more than one culinary class, you are expected to participate in the process for each class. For example:
       - Culinary I – Design & Setup prior to the event
       - Bakery Fundamentals – Service during the event
  4. Recipes to be used and the cost for each recipe
     - Food Concept for this class will be: **Drinks**
  5. Proposed charge (in tickets) for each item to be sold.
     - 1 Ticket = $1
  6. Space needed for exhibit (no more than 8' x 8')
  7. Requirements for booth
     - List of Equipment needed
       - Equipment is limited. Use will be on a first come, first serve basis.
     - Kitchen access required outside of normal class period
     - Location request
       - Hall access, near electrical outlets, etc.

- Faculty & Staff will review submissions with response to be provided by Week 5, with approval or suggestions for revisions.
- Setup of exhibits should be complete by **Wednesday, October 4 at 4:00 pm**. All exhibits should be setup and ready to open by **Thursday, October 5 at 9:00 am**

3. **Wine Region Project**

   - Create a Power Point Presentation on a wine producing region outside the United States. You will then present this presentation to the class. The presentation should cover the following points:
     - The Terroir of the Region
     - Grape Varieties
     - Unique Facts to the Region
     - Types of Wine
     - Years of Notoriety
     - Historical Influences
     - Perhaps list some of the better known wines
     - Remember Terroir covers everything natural
     - How to read the label
     - ANY Unique facts

4. **Banquet Design Project**

   - Each team will consist of an Event Coordinator and The Client. The type of banquet is up to the team, but examples include a wedding reception, retirement party, conference banquet, etc.
   - **Step 1:** As a team, you will prepare a Banquet Event Order. This event order should include the following:
     - Event Date
     - Payment Type
     - Organization/Event Name
     - Contact Phone Numbers
     - Address of Client
     - Person in Charge (Name of Event Planner for each team)
     - Estimated Number, Guaranteed Number, Set Number
     - Location of Event (ex. Party Room, Room 104 & 105, etc.)
     - Time of Event
     - Food (Menu for event – must set up as a BUFFET!!!)

- Beverage (Tea, Coffee, Liquor Needs)

- Program (Agenda for event)

- Price of Event

- Guest Signature and Date (Name of The Client for each team)

- **Step 2:** Working as a team, use the completed BEO as a guide to complete an internal BEO to detail set-up and prep work which must be completed to create event. Include the following:

  - Detailed drawing of room set-up

  - Equipment needed (Chafers, Microphone, etc.)

  - Linen requirements (ex. White tablecloths w/ red napkins)

  - Detail Table Setting with a drawing based on the menu.

  - Detailed drawing of buffet set-up (include placement of each menu item

Class Participation

This is a lab class and not a lecture class; students are expected to attend all scheduled classes, and you cannot make up work or learn if you are not here. **It is <u>your</u> responsibility to notify Instructor if you will be late or absent. <u>There will be no make-ups of hands-on evaluations or projects</u>.**

If a student misses three (3) or more classes, the student will NOT meet the minimum competencies required to pass. A doctor's note will be accepted for up to one excused absence, but you are still responsible for the material covered in that class.

Students are expected to be on time, arriving after the class begins will severely affect your daily grade. Tardiness or leaving early will be recorded and reflected in daily participation points.

Students must attend the first day of class or contact the instructor prior to the first class if they intend to remain in the class. Absences are counted from the first scheduled meeting of the class. An explanation for the cause of all absences should be given each instructor. If possible, students should inform instructors in advance of planned absences.

To be most successful in this class:

Many times you can prevent an error or save yourself clean-up time by understanding the entire process before starting or asking questions if something is unclear.

Because each position has an essential role to play in creating a quality guest experience, it is vital that you come to class every day, and if you can't come, call. As a class, we work as a team. Our success depends upon each person taking ownership and responsibility for his or her part.

Make sure to clean each area immediately when you are finished using it; don't leave a mess behind when you leave.

Instructor will lecture and provide assistance in learning new methods and techniques as the variety of menu dictates. This course will follow the grading scale as outlined for final assigned letter grade.

Course and Class Policies/Procedures

Culinary Requirements:

Professionalism of each student graded using criteria based on the following items:

- Clean, complete Server Uniform
    - Dirty uniforms will not be allowed:

- On Time for class
- Appropriate conduct & language
- Teamwork
- Because of the amount of material that to be covered in class and the expected level of professionalism, unnecessary talk will not be tolerated. Students who do not comply are to leave the class.
- Cell phone usage is discouraged in class unless approved by Instructor.
- Class not dismissed until the Instructor authorizes students to leave. Students leaving prior to Instructor dismissal will lose all daily participation points.
- Lab Cleaning Assignments as posted in the Closing Checklist completed by each class before students are dismissed from the class.
- Books, knife kits, etc. are to be placed in LOCKERS ONLY; do not leave in unlocked classroom, on work tables, or in work/production areas
- Requires flexibility in schedule as required to fulfill duties
- Requires prolonged sitting or standing
- Requires some physical exertion to manually move, lift, carry, pull or push heavy objects or materials
- Requires stooping, bending and reaching
- Requires concentration in a noisy environment
- Requires ability to transport food to other locations as necessary

Class Meal Policy:

Rel Maples Institute for Culinary Arts:

The policy for students participating in a meal producing /serving class will be as follows:

- Food will be provided only when left after service
- Students will be instructed by the Chef in the producing class at what time plates can be prepared
- Student "Family Meal" is a bonus and not required. If provided meal may not be the same as what is being served to the paying guest
- Food will be evenly divided so all students in classes have a plate
- Food will be placed in clam shells and placed in hot box or refrigerator
- Meal <u>CANNOT</u> be consumed until all class duties are completed at which time it can be eaten on campus or taken home
- Classes must end on time with all assigned duties complete

Beverages/cups may only be placed in the designated beverage area. No beverages are allowed in the lab production areas.

If a student is not in a production class or scheduled event, food will not be provided, to include:

- Food produced during lab class.
- Food left over and stored in walk-in or reach-in
- Food left over and stored in freezer
- Food prepared from other serving classes.

Online/Web-Enhanced Course Supplementary Information

Virtual Office Hours	Available by appointment only
Library Information	
Technical Support	
Web Addresses/Resources	
Guidelines for Communication: Email, Discussion Posts, Chat	WS email, eLearn, and Microsoft Teams will be the preferred methods for online communication.

Additional Course Requirements/Details/Information

C.H.E.F. Event Requirements

(Culinary- Hands-on – Experience- First)

Each semester, students are **required** to participate in 14 hours (2 credit hour full semester class) of learning experience events as part of the culinary program. These hours earned through volunteering to participate in events outside of your scheduled classes. Multiple dates and times are available; students should only volunteer for events suitable to their class schedule. If a particular educational experience is either a course or degree requirement or a voluntary extracurricular activity, you must decide whether to participate. However, if you choose not to fulfill the required amount of event hours, you may fail to satisfy the course or degree requirements. Each hour worked is valued at 5 points that will reflect in your overall grade for class. <u>All events completed in the present semester</u>. Completion of half of required event hours are recommended before the mid-semester break, with the remaining hours to be completed prior to Finals Week.

Participation of C.H.E.F. events worked is reflected in your grade for all culinary classes; failure to complete event points will inflict up to a letter grade drop.

You may register for the events via a link provided on E-Learn (C.H.E.F. event Sign Ups link in content section of eLearn). When completing the sign-up form, please review the date & time for each event before agreeing to volunteer for the activity. You will be required to provide a valid e-mail address (not eLearn) when signing up for events. This e-mail address is to send a reminder notice at least two business days prior to the event. Each event will require a separate sign-up. If you sign-up for an event and are not able to attend, you must contact Deb Peachey (865-774-5817) a *minimum* of 24 hours in advance of the event.

Academic Program Standards/Policies/Accreditation Information

Class will meet according to class outline on Thursdays from 3:30 am – 7:30 pm in CAPE 154, unless otherwise specified.

Hybrid class requirements may make it necessary for class competencies to be assigned online with out of class assignments as directed by instructor. It is your responsibility to check eLearn regularly for updates and due dates.

Be aware of the following requirements:

- You will be required to wear the complete, cleaned pressed server uniform to include approved black dress pants, white oxford shirt, and clean black closed toe shoes at all times at serving events or class representing Rel Maples Institute for Culinary Arts.

- No ball caps, scarves or other head wear are permissible at <u>ANYTIME</u> while you are in Server's uniform on campus or at functions representing the culinary department

- Long hair has to be confined to a pony tail; no hair is to hang longer than collar on shirt. Beards have to be closely trimmed

- No jewelry (religious, must-wear medical bracelets, or wedding bands excluded: see chef about this)

- No nail polish or artificial nails

- No strong perfume

- No breaks will be allowed without the permission of instructor

Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions). Plagiarism includes, but is not limited to the following:
   a. Using cut/paste tool from original document with no references given.
   b. Copying another student's work and submitting it as one's own.
   c. Forging or otherwise altering signatures.
   d. Giving or falsifying academic documents or materials.

2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
   a. Utilizing old tests, projects, notes or written papers.
   b. Providing unauthorized information to a fellow student about exam content.
   c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
   d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
   e. Consulting with a classmate or others when taking a computerized test.

f. Disregarding other specific policies and procedures outlined for a particular class.

g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).

h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.

3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

Student Resources

TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920

- Niswonger Campus - GRNV 226 - (423) 798-7982

- Sevierville Campus - MMH Room 210 - (865) 286-2787

- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

  [Walters State English Learning Lab (opens in new window)](ws.edu/academics/humanities/writing-lab)
  ws.edu/academics/humanities/writing-lab

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

  [Walters State Mathematics Learning Lab (opens in new window)](ws.edu/academics/mathematics/learning-lab)
  ws.edu/academics/mathematics/learning-lab

TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk (opens in new window)](helpdesk.ws.edu)
helpdesk.ws.edu

STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services (opens in new window)](ws.edu/student-services/disability/)
ws.edu/student-services/disability/

SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

College Policies

STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog (opens in new window)](catalog.ws.edu/)
catalog.ws.edu/

[Walters State Timetable of Classes (opens in new window)](ws.edu/admissions/registration/)
ws.edu/admissions/registration/

PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

COURSE GROUND RULES

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.

- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.

- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.

- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.

- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

FINANCIAL AID

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a

student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

[Walters State Homepage (opens in new window)](ws.edu/home/)
ws.edu/home/

[Walters State Facebook page (opens in new window)](https://www.facebook.com/WaltersState/)
https://www.facebook.com/WaltersState/

[Walters State Twitter page (opens in new window)](https://twitter.com/waltersstate)
https://twitter.com/waltersstate

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System (opens in new window)](ws.edu/set/)
ws.edu/set/

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

LEARNING MANAGEMENT SYSTEM

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard (opens in new window)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy (opens in new window)](#)