

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

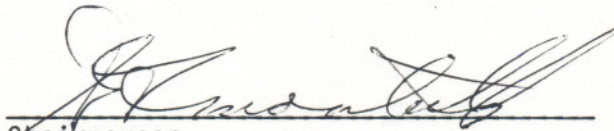
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: FOOD SERVICE
Code No.: FDS 116-4
Program: HOTEL & RESTAURANT MANAGEMENT I
Semester: _____
Date: SEPTEMBER 1983
Author: KEITH MAIDENS

New: _____ Revision: X

APPROVED:


Chairperson

83.07.29
Date

HOTEL & RESTAURANT MANAGEMENT I
FOOD SERVICE

Course Name

FDS 116-4

Course Number

HOURS:

4 weekly *

* 3 hours practical in Gallery

TEXT REQUIRED:

Waiter/Waitress Training Manual
Sandra Dahmer - Kurt Kahl
Gallery Service Manual

REFERENCE:

Slide presentation and film "Banquet Service"

OBJECTIVES:

The successful student will obtain sufficient practical skill to:

- assign pre-opening responsibilities
- train and supervise staff for American, French and Russian service
- use suggestive selling successfully
- recognize proper use of colour in plate presentation
- suggest proper beverage, (appertif, wine and liqueur) to accompany meal selection
- use showmanship in dining room operations
- use proper controls, assuring profits in operation

TOPICS TO BE COVERED:

1. Duties & Responsibilities:
 - 1) Personal Appearance
 - 2) Physical Plant
 - 3) Your Station
2. Pre-Service Duties:
 - 1) Types of settings
 - 2) Side Work
 - 3) Product knowledge (menu)
3. Guests Arrival:
 - 1) Seating - Intro
 - 2) Approach
4. Menu Presentation:
 - 1) Bar Service
 - 2) Order taking VS. Suggestive Setting
 - 3) "Who Has What"
5. Placing Order:
 - 1) Various Systems
 - 2) Timing items
 - 3) Assembling Order
6. Rules of Service:
 - 1) Serving
 - 2) Clearing
7. Check presentation:
 - 1) Cash or Credit Card
8. Wine & Liqueur Service

ATTENDANCE:

Evaluation will be geared to the practical skills demonstrated in Gallery operation. If you do not attend, you obviously can not be graded.

EVALUATION:

- 1) Personal appearance, practical skills in serving and sales ability in the Gallery operation are monitored.
- 2) Periodic assignments or tests in theory will be given.
- 3) A major term project, a standard manual of operations will be due December 16, 1983.

Class Assignments or Tests:	20%
Gallery Sales & Service Skills:	40%
Standard Manual:	40%

Pass: 60%

A daily evaluation sheet on appearance, attitude, and skill is done for Gallery work. A daily record of sales per person is also maintained. Non-attendance naturally forfeits any possible marks.

There will be no extension of due date for Standard Manual. Only in the event of sickness or other major circumstances will extension be considered.

AVAILABILITY:

Please feel free to contact me in Room E268 or EXT. 332. Check my timetable for available periods.