

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY  
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE  
SAULT STE. MARIE, ONTARIO, CANADA

COURSE OUTLINE

COURSE TITLE: DINING ROOM SERVICE I

CODE NO.: FDS 116 SEMESTER: 1

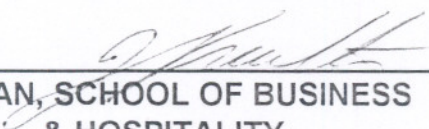
PROGRAM: HOTEL AND RESTAURANT MANAGEMENT

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DATE: 1998 06 12 PREVIOUS OUTLINE DATED: 1996 09

APPROVED:

  
\_\_\_\_\_  
DEAN, SCHOOL OF BUSINESS      DATE  
& HOSPITALITY

TOTAL CREDITS: 4

PREREQUISITES: NONE

LENGTH OF COURSE: 4 HR./WK.

TOTAL CREDIT HOURS: 64



## DINING ROOM SERVICE I, FDS 116

**I. COURSE DESCRIPTION:**

This course will provide students just entering the hospitality field with practical and theoretical training as staff members in a fully operational dining room. Students will be introduced to various types of dining room set up and service protocol and will then demonstrate his/her mastery of these skills in the dining room setting. In addition, students will be introduced to the correct business etiquette, codes of conduct and ethical behaviour desired in a hospitality environment. Problem solving, communication, thinking and teamwork skills will be stressed. In summary, this introductory course is meant to provide a foundation of practical dining room knowledge and skills.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course the student will demonstrate the ability to:

- 1) Articulate a clear overview of the breadth and depth of the hospitality industry.

**Potential elements of the performance:**

\* analyse the interdependence of the Canadian tourism industry sector

- 2) Understand the various staffing functions in a food and beverage operation and how they interrelate.

**Potential elements of the performance:**

\*the student will satisfactorily function in some of these roles in this course and all of these roles by the end of the program

COURSE DESCRIPTION:

This course will provide students with the hospitality field with practical and theoretical training as staff members in a fully operational dining room. Students will be introduced to various types of dining room set up and service protocol and will demonstrate higher mastery of these skills in the dining room setting. In addition, students will be introduced to the correct business etiquette, codes of conduct and ethical behaviour desired in a hospitality environment. Problem solving, communication, teamwork and teamwork skills will be stressed. In summary, the introductory course is meant to provide a foundation of practical dining room knowledge and skills.

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**DINING ROOM SERVICE I, FDS 116**

- 3) **Apply correct business etiquette, hospitality protocol and codes of conduct (stealing, tips, cash, etc...)**

**Potential elements of the performance:**

**\*the student will demonstrate the use of proper etiquette and protocol as he/she functions through each area of the food and beverage function.**

**Areas which will be considered:**

- scheduled Gallery attendance and punctuality
- hygiene, grooming and dress code
- respect of co-workers, faculty and customers
- ability to create and maintain a welcoming environment
- self-discipline under stress to meet deadlines
- compliance with policies and standards
- ability to make recommendations to improve service
- acting in accordance with legislation governing safety and security in the workplace

- 4) **Demonstrate and apply knowledge of food and beverage techniques**

**Potential elements of the performance:**

**\* perform effectively as a member of a food and beverage preparation and service team**

**FOOD AND BEVERAGE SERVICE I, FDS 116**

- 5) Perform effectively as a member of a food and beverage preparation and service team using problem solving, decision-making and interpersonal skills.

**Potential elements of the performance:**

- \* react in a positive manner to co-workers, faculty and customers
- \* contribute in a positive manner to the overall running of the food and beverage operation in a team structure
- \* suggest a minimum of two improvements which could affect the overall running of the food and beverage operation and present them to the team
- \* participate in the planning and execution of the team's assigned responsibilities

- 6) Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

**Potential elements of the performance:**

- \*solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- \*identify various methods of increasing professional knowledge and skills
- \*apply principles of time management and meet deadlines
- \*recognize the importance of the guest, the server-guest relationship, and the principles of good service

### III. TOPICS

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

- \*dining room set up and service
- \*correct formal dining room etiquette, codes of conduct and protocol
- \*customer satisfaction
- \*types of service
- \*the menu
- \*proper wine selection, handling, sale and service
- \*standard opening and closing duties
- \*order-taking and maintaining service
- \*suggestive selling techniques, and up selling
- \*correct coffee and tea service
- \*correct beverage selection and service
- \*responsible service of alcohol
- \*reservations and telephone skills
- \*guest-cheque creation and settlement
- \*safety, health and sanitation regulations
- \*operation of point-of-sale system
- \*methods of evaluation for managers and staff
- \*food and beverage operation terminology
- \*inventory requisition
- \*job descriptions, scheduling and staffing
- \*waste, spoilage, pilferage and theft

### REQUIRED RESOURCES/TEXTS/MATERIALS:

Dahmer, Sondra & Kurt Kahl, The Waiter and Waitress Training Manual. 4th Ed.,  
Van Nostrand Reinhold, Toronto, 1996.

#### IV. EVALUATION PROCESS/GRADING SYSTEM

##### FINAL GRADE REPORTING

A+	90% - 100%	Consistently outstanding
A	80% - 89%	Outstanding Achievement
B	70% - 79%	Consistently Above Average
C	60% - 69%	Satisfactory
R	Below 60%	Repeat - objectives have not been met
CR		Credit exemption
X		A temporary grade, limited to extenuating circumstances, giving a student additional time to complete course requirements

**NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.**

##### EVALUATION

Theoretical tests /assignments	25%
Professor / technician evaluation	70 %
(30% attendance, dress code, conduct 40% performance)	
Customer feedback	5 %
Total	<u>100%</u>

Attendance in all dining room theory classes, labs, demonstrations and meetings is mandatory. Failure to attend will result in the removal of the student from the course.

In addition, students are required to participate in all college functions (ie. Lotto Corporation, Gourmet Dinner, Advisory Committee Dinner) in order to fulfill their obligations in this course.



**GUIDELINES RE GRADING:****ASSIGNMENTS:**

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless the student and the professor/instructor have come to an agreement prior to the due date.

**TESTS:**

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor/instructor prior to the test or as soon as possible and provide an explanation which is acceptable to the professor/instructor. In cases where the student has contacted the professor/instructor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

**V. SPECIAL NOTES****Dress Code**

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom.

### **Special Needs**

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.

### **Plagiarism**

Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities." Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.

### **Retention of Course Outlines**

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Substitute course information: available at Registrar's Office.

**The professor reserves the right to modify the course as deemed necessary.**