

Tompkins Cortland Community College
Master Course Syllabus

Course Discipline and Number: CULI 270

Year: 2023-2024

Course Title: Restaurant Operations and Front-of-House Practicum

Credit Hours: 4

Attendance Policy: *To maintain good grades, regular attendance in class is necessary. Absence from class is considered a serious matter and absence never excuses a student from class work. It is the responsibility of all instructors to distribute reasonable attendance policies in writing during the first week of class. Students are required to comply with the attendance policy set by each of their instructors. Students are not penalized if they are unable to attend classes or participate in exams on particular days because of religious beliefs, in accordance with Chapter 161, Section 224-a of the Education Law of the State of New York. Students who plan to be absent from classroom activity for religious reasons should discuss the absence in advance with their instructors. See college catalog for more information.*

Services for Students with Disabilities: *It is the College's policy to provide, on an individual basis, appropriate academic adjustments for students with disabilities, which may affect their ability to fully participate in program or course activities or to meet course requirements. Students with disabilities should contact the Coordinator of Access and Equity Services, to discuss their particular need for accommodations. All course materials are available in alternate formats upon request.*

Course Description

Students are introduced to the use of technology in group restaurant reservations, guest orders, point of sale, scheduling and inventory. Students are required to complete a minimum of 90 work hours of field experience at the TC3 culinary lab facility in downtown Ithaca. Rotations include classic and contemporary table service, beverage preparation and service, guest relations, order taking in an à la carte environment, service sequence and etiquette, point-of-sale systems, cash handling, merchandising, public area sanitation and safety, dining room preparation and hosting/reservations.

Prerequisites: Prior completion or concurrent enrollment in ENGL 101; C or better grade in HRMG 100; HRMG 105; HRMG 107; MATH 090 if required by placement testing; prior completion or concurrent enrollment in RDNG 116 if required by placement testing. CULI 101 is recommended. 4 Cr. (2 Lec., 6 Lab) Fall and spring semesters.

Course Context/Audience

This is a required course in the Culinary Arts degree program. Students must earn a C or better grade.

Basic Skills/Entry Level Expectations

Writing:	WC:	College level writing skills are required. See course prerequisites for details.
Math:	M2:	MATH 090 if required by placement testing.
Reading:	R3:	Prior completion or concurrent enrollment in RDNG 116 if required by placement testing.

Course Goals

Students will:

1. Learn and demonstrate appropriate image and behavioral standards for leadership positions in the hospitality industry.
2. Develop overall knowledge of "front of the house" food and beverage operations, including styles of service in restaurant and special guest settings; correct procedures for serving food and beverage to guests; and correct procedures for setting up and breaking down a dining room.
3. Identify and use proper safety and sanitation procedures.
4. Demonstrate the ability to work with diversity both on a customer and work team basis.
5. Handle orders and share knowledge to maximize the customer service experience.
6. Demonstrate proficiency in cash handling, credit card processing and revenue reporting.
7. Practice upselling, beverage knowledge, and describing menu items to enhance customer service in the operation.
8. Use technology and learn how it relates to the "blueprint" and system of service in the operation.

Course Objectives/Topics

Objective/Topic	% Course
Dining Room Operations and Procedures/Server Pantry/Service Teams	10%
Proper Equipment and Setting for Table Service	10%
Customer Service Techniques and Upselling/Greeting the Public	10%
Point of Sale Systems/Cash Handling/Revenue	15%
Beverage Operations and Controls	10%
Brewing Coffee and Proper Tea Service	5%
Proper Service and Presentation of Wine and Other Alcoholic Beverages	5%
Planning and Scheduling Staff/Staff Management	15%
Handling Special Guest Needs and Events	5%
Restaurant Marketing and Menu Presentation	10%
Service Recovery	5%

General Education Goals - Critical Thinking & Social/Global Awareness

CRITICAL THINKING OUTCOMES	HOW DOES THE COURSE ADDRESS THE OUTCOMES
<p>Students will be able to</p> <ul style="list-style-type: none"> ➤ develop meaningful questions to address problems or issues. ➤ gather, interpret, and evaluate relevant sources of information. ➤ reach informed conclusions and solutions. ➤ consider analytically the viewpoints of self and others. 	<p>Students will critically reflect on how to provide optimum customer service.</p> <p>Students will develop the ability to gather and analyze information from a variety of industry resources as well as from mentors and colleagues..</p> <p>Students practice making informed decisions.</p> <p>Working in a team environment will test student assumptions on how to work well with others. Responding to guest needs will broaden student viewpoints.</p>
SOCIAL/GLOBAL AWARENESS OUTCOMES	HOW DOES THE COURSE ADDRESS THE OUTCOMES
<ul style="list-style-type: none"> ➤ Students will begin to understand how their lives are shaped by the complex world in which they live. ➤ Students will understand that their actions have social, economic and environmental consequences. 	<p>Through experiences in a diverse workplace, students learn how working in the hospitality field impacts family and lifestyle.</p> <p>Students learn how purchasing, costing, and product mistakes impact an operation. They also learn how individual workers contribute to restaurant revenue. The economics of regionally sourced food and the importance of supporting local markets are studied.</p>

Instructional Methods

Demonstrations, lectures, laboratory experiences, special guest requests/reservations scenario analysis, group teamwork, and structured discussions/critiques should be utilized throughout the course.

Methods of Assessment/Evaluation

Method	% Course Grade
Participation in Dining Room and Front of House activities necessary to operation	10%
Quizzes/Tests/Customer Service Assignment	20%
Mentor/Instructor Evaluation of time worked	50%
Hours worked-time sheet completion	20%

Text(s)

Required: To be determined.

Suggested:

Restaurant Management: Customers, Operations, and Employees, 3rd Edition, Robert Christie Mill, Pearson/Prentice Hall, Upper Saddle River, New Jersey, 2007.

The Restaurant, From Concept to Operation, 3rd Edition

Bibliography

Setting the Table: The Transforming Power of Hospitality in Business. Meyer, Danny (2003)

Remarkable Service, Culinary Institute of America. (2001) John Wiley & Sons. Inc. N.Y.

The Wine Bible. MacNeil, Karen. (2001) Workman Publishing Company, Inc. N.Y.

Windows on the World, 2004 Edition. Zrally, Kevin. (2003) Sterling Publishing, CO. N.Y.

Library Review

Books

Simple catalog searches for restaurant, culinary arts, food handling, food and sanitation, food preparation, event planning, and food preparation, for example, indicate that the library has respectable, recent materials both in print in the library and as ebooks. Books not immediately accessible in our library can be borrowed from other libraries and be available to the student requesting it within a week in most cases. The library currently has grant funds to acquire required textbooks to place on reserves and has earmarked an additional amount from its regular budget for reserves acquisitions.

Databases

Through our participation in SUNY Connect and NOVEL NY, the library's list of 80+ databases includes Culinary Arts Collection, Hospitality, Tourism and Leisure Collection, Agriculture Collection, Environment Complete, and Business Source Complete.

Journals

The full text of many journal, magazine and newspaper articles is available through the above databases. In cases that the articles are not in the databases themselves, we can acquire copies of requested articles usually within a matter of days.

Media

New 2014

The library subscribes to *Films on Demand* (an online source of more than 5,000 educational videos) as well as to *Prendismo* (streaming video clips of interviews with business leaders).

The library has earmarked a portion of its regular budget to acquire videos that are required viewing for classes.

Research Instruction and Support

Librarians will consult with course instructors regarding the research component of assignments and host instruction sessions and develop instructional materials as needed.

LibGuides for Courses:

Librarians can provide an on-line guide for any course, at the request of the faculty, for students to access anytime and anywhere that they have internet access. LibGuides are especially useful for focusing student attention on library resources relevant to a particular assignment.

Consultation about Assignments:

Librarians are available to provide consultations about assignments as needed. We recommend that faculty share research assignments with us before distributing them to students to help us provide the best possible materials and services.

Instruction/Research Support: Librarians are available to offer instruction to whole classes or one-on-one directly to students, whether online or in person.