

Culinary Arts Syllabus for Culinary Foundations I Table of Contents

Revised August 31, 2013



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James Rumsey Technical Institute Fall Syllabus 2013

Course Title	Dining Room and Beverage Services
Class Location	James Rumsey Technical Institute
Instructor	Chef Stephen J. Brown Jr. James Rumsey Technical Institute
Office Location	James Rumsey Technical Institute Room G-10
Chef's Office Hours	Monday – Friday 7:30 –8:00 a.m. & 2:30 – 3:00 p.m. Or by appointment
Office Phone	JRTI (304) 754-7925 Ex. 534 OTHER (301) 491-6161
School Office Hours	Mon – Fri 7:30 am – 3:00 pm
E-Mail Address	sjbrown@access.k12.wv.us or sbrown@jamesrumsey.net
Class Webpages	irticulinary.com & www.schoolology.com Course Access Code: BM2G3-C78C9

This syllabus may be altered at any time at the discretion of the Instructor

Dining Room and Beverage Services

A simple concept; one that can be achieved with no more dramatic cost than that of a welcoming smile, knowledge of the menu, and the willingness to pay attention to your guests for the entire time that they are in your establishment. Styles of table service, reservations, greetings, and seating the guest, preparing and setting up for service, serving guests, beverage service, wine service, banquet service for special functions, tableside service and a clean and safe dining room will be principles applied on a daily basis.

PURPOSE:

- To develop a true understanding of definition of hospitality.
- To investigate our “House Style” when it comes to taking care of guests.
- To explore the history of service.
- To understand the relationship between service and successful business operations.

State Required Competencies & additional American Culinary Federation Required Competencies

Knowledge Area: <i>Dining Room Service</i> Students will be able to:	Contact Hours	
	Lecture	Lab
2052.12 – demonstrate knowledge of professional practices, procedures for business profitability, and career success		
2052.13 – examine professional practices		
2052.14 – demonstrate procedures leading to business profitability and career success.		
2052.22 – demonstrate knowledge of the needs of internal and external customers, policies and procedures for staff, and handling concerns and complaints.		
2052.23 – recognize the needs, wants and desires of the internal and external customers		
2052.24 – schedule staff hours and assign duties		
2052.25 – establish standards for personnel performance and customer service.		
2052.26 – investigate and resolve complaints regarding food quality, service, or accommodations.		
2054.45 – demonstrate knowledge of dining room service.		
2054.46 (<i>ACF.DRS.01</i>) – demonstrate the general rules of table settings and service.		
2054.47 (<i>ACF.DRS.02</i>) – describe American, English, French, and Russian service.		

<p>2054.48 (ACF.DRS.03) – discuss service methods such as banquets, buffets and catering and a la carte</p> <p>2054.49 (ACF.DRS.08) – explain inter-relationships and work-flow between dining room and kitchen operations</p> <p>ACF.DRS.04 – describe the functions of dining service personnel</p> <p>ACF.DRS.05 – discuss training procedures for dining room staff</p> <p>ACF.DRS.06 – discuss procedures for processing guest checks using current technology.</p> <p>ACF.DRS.07 – demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled</p> <p>ACF.DRS.09 – discuss techniques for service personnel including menu knowledge and suggestive selling</p>		
<p>Additional ACF REQUIRED COMPETENCIES: Knowledge Area: Beverage Management</p>	Contact Hours	
	Lecture	Lab
<p>ACF.BEV.01 – identify local, state, and federal laws pertaining to the purchase and service of alcoholic beverages</p>		
<p>ACF.BEV.02– discuss the basic production process for distillation and fermentation</p>		
<p>ACF.BEV.03– distinguish wines by grape and/or other fruit variety, country, growing region and production process</p>		
<p>ACF.BEV.04– evaluate the relationship of beverages to food</p>		
<p>ACF.BEV.05– identify and discuss the presentation and service of alcoholic, non-alcoholic and de-alcohol zed beverages, including coffee and tea</p>		
<p>ACF.BEV.06– identify equipment and glassware used for beverage preparation and service</p>		
<p>ACF.BEV.07– discuss opening and closing procedures of a beverage operation</p>		
<p>ACF.BEV.08– discuss the fundamentals and importance of responsible alcohol service</p>		
<p>ACF.BEV.09– identify levels of intoxication and methods to control excessive consumption by guests</p>		
<p>ACF.BEV.10– discuss Dram Shop Act and liquor law liability</p> <p>ACF.BEV.11– explain procedures for implementing internal beverage controls</p>		

Plagiarism

Plagiarism will not be tolerated. Please make sure that all materials handed in (or out to students) are sourced completely, correctly, and consistently according to [MLA format](#). This includes all materials quoted and paraphrased in any class assignment. Should you need assistance with this, please make an appointment to see me or Paula Gould in the Learning Resource Center. Any student found committing plagiarism will fail this course and be brought before the academic standards committee.

Additional Considerations

- Please turn all cell phones ringers off/vibrate. If you must take a phone call, please alert me ahead of class and sit where you can discreetly leave the room to answer it.
- Texting is not allowed during class. If I see you texting, you will be dismissed from class and considered absent for the day.
- Use of the computer should only be to follow any electronic presentation or to take notes. If I see that you are using the computer for something else, you will be dismissed from class and considered absent for the day.

Learning Resource Center

If you are a student registered with the Learning Strategies Center and have documented needs in regard to testing situations or academic or medical requirements in the classroom or kitchen, you are encouraged to speak (in person or by email) with me by the 2nd day of class. If you do not disclose your needs in a timely manner, you might not receive the accommodations requested which may affect your performance and grade. It is your responsibility to make appointments with the staff at our Learning Resource Center before you are permitted to visit for academic assistance. Your appointment time must be cleared and approved in writing with course instructor or you can be considered absent for time missed during instructional time.

Grading

Daily Grades	10%
Homework	20%
Quizzes	20%
Group Project	25%
Final	25%

Textbook/Resource Requirements

Text Book:

The Culinary Institute of America, *The Professional Chef, 9th edition* Wiley Publishing, 2011

Class Webpage:

Various other readings and resources are available via links provided on the course website

TX: Denotes the assignment or reading is found in the required Text Book

CW: Denotes the assignment or reading is to be found via links provided in Class Webpage

**It is recommended that each student have access to a jump drive to keep files throughout the school year.*

Criteria of Evaluation

Knowledge (awareness, understanding, analysis)

Information specific to the course
Terminology
Principles or concepts
Ingredients / Equipment

Skills

Basic fundamentals
Knife skills
Mise en place
Timing
Organization
Clean work habits
Preparation

Professionalism

Appearance
Manner
Judgment
Mental Mise en place
Interpersonal skills and communication
 with classmates
 with instructor
Listening skills

Projects

On time
Neatness
Organization
Mise en place
Follows given criteria

Written Test

Meets standards and criteria
Done in a timely manner

Attendance and Mise en place

*15 days as explained in the attendance and make-up work policy for the Course

Other Possible Methods of Assessment

Quizzes

Technical Terms

Daily Grades

Student Portfolio / Career Development

Internship Journal

Projects

Lab Assessments

Discussion Participation

- *Each standard will be evaluated by multiple choice, True & False, Essay and fill-in-the-blank exams. These questions directly follow the Content Standard and Objectives of the curriculum.
- **Mid-Term Exam will consist of questions reflecting the Content Standard and Objectives of the syllabus.
- If a student is absent on a test or exam day the make-up test or exam may be a different test than the one administered to the other students and must be made up on the next school day. *No exceptions!*

Course Schedule

Day 1: *The Basics of Hospitality and Service...*

Homework:

- Read Chapter 1: *The Basics of Hospitality and Service* (**At Your Service**)
- Answer study questions – (**Schoolology**)

In Class:

- “What is Hospitality?” (**Discussion**)
- “The History of Service” (**Discussion**)

Day 2: *The Relationship between the Front and the Back of the House ...*

Homework:

- Read Chapter 2: *The Relationship between the front and the back of the house* (**At Your Service**)
- Answer study questions – (**Schoolology**)

In Class:

- “Understanding Kitchen Operations” (**Discussion**)
- “Building a Strong Relationship with the Kitchen” (**Discussion**)

Day 3: *The Front Door...*

Homework:

- Read Chapter 3: *The Front Door* (**At Your Service**)
- Answer study questions – (**Schoolology**)

In Class:

- “The Virtual Front Door” – (**Discussion**)
- “Managing Reservations” – (**Discussion**) & (**Schoolology**)
- “Seating” – (**Discussion**)

Day 4: *Preparation for Service...*

Homework:

- Read Chapter 4: *Preparation for Service* (**At Your Service**)
- Answer study questions – (**Schoolology**)

In Class:

- “Who Does What? A study in checklists” - (**Discussion**) & (**Schoolology**)
- “The Pantry” – (**Discussion**)
- “Perfect Tables” – (**Demonstration & Discussion**)
- **Quiz** – Chapters 1 – 4 (**Schoolology**)

Day 5: *Serving Guests: The Main Event...*

Homework:

- Read Chapter 5: *Serving Guests: The Main Event* (**At Your Service**)
- Answer study questions – (**Schoolology**)

Day 5: *Serving Guests: The Main Event... (Continued)*

In Class:

- “The First Sale & Reading the Guest” - (**Discussion**)
- “The Guest Check” – (**Demonstration**)
- “Taking an Order” - (**Discussion & Demonstration**)

Day 6: *Serving Guests...Continued*

In Class

- “Carrying *stuff*” - (**Discussion & Demonstration**)
- “Review of Standards of Service” – (**Discussion**)
- “Service Issues” - (**Discussion**)

Day 7: *Tableside Cooking...*

Homework

- Read Chapter 6: *Tableside Cooking (At Your Service)*

In Class

- “The Equipment” - (**Discussion**)
- “Handling the Food” - (**Discussion & Demonstration**)
- **Quiz** – Chapters 5 & 6 (**Schoology**)

Day 8: *Beverage Service...*

Homework

- Read Chapter 7: *Beverage Service (At Your Service)*
- Answer study questions – (**Schoology**)

In Class

- “Water Service” (**Discussion**)
- “Cocktail Hour” - (**Discussion**)
- “The Respectable Malted Beverage” - (**Discussion**)
- “Coffee & Tea Service” - (**Discussion**)

Day 9: *Responsible Beverage Service...*

Homework

- Research Local and State Liquor License regulations – (**Schoology**)

In Class

- “Levels of Intoxication” (**Discussion**)
- “When to say When - Understanding the Dram Shop Act” (**Discussion**)

Day 10: *Beverage Service...*

In Class – Possible Field Trip

- “Beer, Cocktails, Wine, and Sparkling Beverages” (**Discussion & Demonstration**)

Day 11: Staffing Challenges & F.O.H. Management Practices

Homework

- Read Chapters 8, 9, & 10 (**At Your Service**)
- Answer study questions - (**Schoolology**)

In Class

- “Hiring and Managing Staff” - (**Discussion**)
- “Managing Product and People” - (**Discussion**)
- “Handling Emergencies” - (**Discussion**)

Day 12: Service Recap & Exam

In Class

- Dining Room and Beverage Service Exam - (**Schoolology & Lab/Practical Activity**)