

Syllabus

Course Code: CULA 141

Title: Dining Room I

Institute: Business and Social Science

Department: Culinary Arts

Course Description: This course is designed as an overview of service. The students will develop professional service skills and be able to efficiently serve a meal. The student will gain hands-on experience in serving in the dining room.

Prerequisites: This course is designed as an overview of service. The students will develop professional service skills and be able to efficiently serve a meal. The student will gain hands-on experience in serving in the dining room.

Corequisites:

Prerequisites or corequisites:

Credits: 3

Lecture Hours: 1

Lab/Studio Hours: 2

Required Textbook/Materials: Textbook-Remarkable Service The Culinary Institute of America 3rd Edition; Notebook and Pens.

Additional Time Requirements: For information on Brookdale's policy on credit hour requirements and outside class student work refer Academic Credit Hour Policy <https://www.brookdalecc.edu/vp-learning/academic-credit-hour-policy/>

Additional Support/Labs:

See <https://www.brookdalecc.edu/academic-tutoring/>

Course Learning Outcomes:

Upon completion of this course, students will be able to:

- Develop proper techniques for lunch service
- Proficient in the use of POS system.
- Demonstrate setting Ala Carte table settings

Course Content:

- Introduction to Dining Room, uniforms, attitude, professional service
- Service staff and styles
- Banquet Service for breakfast, lunch, and dinner
- Guest treatment from the time of their arrival to their departure from the dining room
- Understand maintaining a well-stocked and organized service station and dining room
- Guest complaints

- Service standards, planning, organizing, staffing, leading and controlling
- Motivating staff, scheduling staff, taking reservations
- Management functions

Department Policies:

For information regarding the Culinary Education Center's policies on the following:

- ◆ Attendance/Tardiness
- ◆ Smoking/Drugs
- ◆ Cheating
- ◆ Personal Attire/Hygiene
- ◆ And other related topics

Please refer to the **CULINARY EDUCATION CENTER (CEC) COLLEGE STUDENT HANDBOOK**

Grading Standard:

Letter Grade	Grade Range
A	93-100
A-	90-92
B+	86-89
B	83-85
B-	80-82
C+	76-79
C	70-75
D	65-69
F	64 or less

Students will be graded on their performance in the lab. This will include daily uniform inspection, professional ethics, preparedness for class, sanitation; daily performance, notebook content and quality, workbook completeness, homework assignments, reports, quizzes and tests.

Lab	50%
Final	15%
Project	10%
Quiz	15%
Homework	10%

Class Rules

- Book / Learning Packet / Knife Kit Pens or Pencil required for class every day.
- Attendance: Grade will go down with each day out. 3 absences require retaking the class
- Lateness: 3 lates = 1 absence
- If a student misses one (1) hour of class they will receive a half-day absence.

- Students that are an hour late or more for class the highest grade they can receive for the day is 70%. If the student is absent for an entire Lab they will receive a zero for the daily grade.
- Students will have points deducted from daily grade for: lateness, leaving class, unauthorized breaks, and leaving early.
- Cell phones use prohibited (Students will be asked to leave class if on the phone)
- Students are prohibited from recording or videotaping in class without written permission from instructor.
- Profanity and inappropriate conversations will not be tolerated. Students must act professional at all times. Points will be deducted and student may be asked to leave class for acting inappropriate. • Alert forms must be given to instructor.
- Respect for each other / guests / equipment and instructors
- If you are absent, you must take a test or hand in any due assignments the next day. You will be responsible for taking tests even if you missed the day before, keep up with the class schedule.
- Failure to do the project, presentation and / or final will result in an incomplete or failing grade
- Students must be in full uniform during class hours.
- If you are not prepared for class you will be asked to leave.
- Refusal to buy required course materials (knives, uniforms, textbooks) will result in removal from class

CLASS#	TOPIC	ASSIGNMENTS
Day 1	Introduction to Dining Room, uniforms attitude, professional server.	Homework Chapters 1 & 2
Day 2	Remarkable Service	
Day 3	Menu Types and Styles of Service	Homework Chapters 3 & 4
Day 4	Service ware and Safety Discuss the flow of how the guest is treated from the time of their arrival to their departure from the Dining Room.	Quiz 1 Chapters 1 & 2
Day 5	Discuss the flow of how the guest is treated from the time of their arrival to their departure from the Dining Room. Service Area and Equipment	Homework Chapters 5 & 6 Article on Restaurant Review Due
Day 6	Reservations	Case Study 1 Due on Canvas
Day 7	Service Standards and Guest Complaints	Quiz 2 Chapters 3 & 4
Day 8	Guest Complaints	Homework Chapters 9 & 10 Case Study 2 Due on Canvas
Day 9	Banquets	Quiz 3 Chapters 5 & 6 Case Study 3 Due on Canvas
Day 10	Managements Functions in Training and Service Interactions	Quiz 4 on Canvas Due by 11:59PM Article on Alcohol Due
Day 11	Presentations	Presentations Due Homework Due
Day 12	Final Exam	

College Policies:

As an academic institution, Brookdale facilitates the free exchange of ideas, upholds the virtues of civil discourse, and honors diverse perspectives informed by credible sources. Our College values all students and strives for inclusion and safety regardless of a student's disability, age, sex, gender identity, sexual orientation, race, ethnicity, country of origin, immigration status, religious affiliation, political orientation, socioeconomic standing, and veteran status. For additional information, support services, and engagement opportunities, please visit www.brookdalecc.edu/support.

For information regarding:

- Academic Integrity Code
- Student Conduct Code
- Student Grade Appeal Process

Please refer to the [student handbook](#) and [catalog](#).

Notification for Students with Disabilities:

Brookdale Community College offers reasonable accommodations and/or services to persons with disabilities. Students with disabilities who wish to self-identify must contact the Accessibility Services Office at 732-224-2730 (voice) or 732-842-4211 (TTY) to provide appropriate documentation of the disability and request specific accommodations or services. If a student qualifies, reasonable accommodations and/or services, which are appropriate for the college level and are recommended in the documentation, can be approved.

Mental Health:

24/7/365 Resources:

- Monmouth Medical Center Psychiatric Emergency Services at **(732) 923-6999**
- 2nd Floor Youth Helpline – Available to talk with you about any problem, distress, or hardship you are experiencing. Call or text at **888-222-2228** or visit the website at <https://www.2ndfloor.org/>

Faculty Counselors:

- Students who need to make an appointment with a faculty counselor can do so by calling 732-224-1822 (non-emergency line) during business hours. Faculty counselors are licensed mental health professionals who can assist students and refer them to other mental health resources.

Diversity Statement:

Brookdale Community College fosters an environment of inclusion and belonging. We promote a safe and open culture, encourage dialogue respecting diverse perspectives informed by credible sources, and uphold the virtues of civil discourse. We celebrate all identities with the understanding that ultimately, diversity, equity, and inclusion cultivate belonging and make us a stronger Brookdale community.

**The syllabus is intended to give student guidance in what may be covered during the semester and will be followed as closely as possible. However, the faculty member reserves the right to modify, supplement, and make changes as the need arise.*