

CUL 296 - CONT SERVICE DINING ROOM MGMT

Course Description

This course focuses on practical hands-on training in dining room service and management in a live contemporary restaurant setting. Students rotate through dining room stations and management positions in this intensive semester-long course. Menu merchandising is stressed throughout the course. Guest relations and timing of service are also emphasized as advanced students serve lunch to guests in Lobdell's, the Great Lakes Culinary Institute's teaching restaurant. Other areas covered include beverage recipe construction and costing, the use and care of equipment, the pressure of a la carte service, and the effective handling and use of supplies. Group 2 course.

Credit Hours

6

Contact Hours

12

Lecture Hours

0

Lab Hours

12

Required Prerequisites

CUL 110, CUL 111, CUL 211 and CUL 231

Corequisites

CUL 295

Recommended Prerequisites or Skills Competencies

Basic keyboarding and computer skills in word processing and spreadsheets

General Education Outcomes supported by this course

Communications - Direct, Quantitative Reasoning

Course Learning Outcomes

Knowledge:

- Identify equipment and utensils used in a commercial restaurant and beverage environment.
- Identify menu and service methods used to deliver proper food service.
- Identify cost controls used in the beverage industry.
- Define management terminology related to the food and beverage industry.
- Explain the changing roles of industry supervisors and managers over time.

Application:

- Prepare beverages based on standardized recipes.
- Organize a service and beverage preparation station.
- Prepare a basic menu layout for printing.

- Coordinate timely customer service.
- : Manage time sensitive issues in stressful conditions.
- Implement an effective managerial model used to resolve current management issues and challenges in the food and beverage industry.
- Evaluate quality aspects of prepared foods and recipes.

Integration:

- Link similarities between various styles of menus.
- Integrate food safety standards to a commercial restaurant beverage and dining room environment.
- Connect models of ethical decision making with successful management practice.

Human Dimension:

- Evaluate management and leadership styles in the food and beverage industry.
- Determine the resulting impact of different management/leadership styles on colleagues and subordinates.

Caring - Civic Learning:

- Identify ethical principles related to management decisions.
- Be ready to conduct themselves in ways that are consistent with personal and professional codes of behavior.

Learning How to Learn:

- Construct knowledge about the relationship between skill development to career success.
- Transfer knowledge of standardized recipes to create various menu items.
- Self-regulate communication and management styles in a real-life situation.