



**School of Business & Creative Design**

**HOSPITALITY AND TOURISM MANAGEMENT PROGRAM**

**Course Outline – Term Winter 2014**

**HAT 2334**

**Dining Room Operations**

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Approved by: Yvonne Clarke, Associate Dean

Prerequisite: HAT 2314, HAT 2324, Smart Serve Certification, Food Handlers Certification

Corequisite: none

## 1. Course Description

This capstone course builds upon the student's experiences and earlier training to enhance their customer service skills and develop supervision skills in an applied environment. Emphasis will be placed on the day-to-day dining room operations. Front of the House activities will feature however the learner will also gain back of the house experience. Critical thinking, leadership, problem solving and technical skills will be demonstrated in the controlled learning atmosphere of the College's Hospitality dining room.

## 2. General Education and Essential Employability Skills

**This course provides the following provincial Essential Employability Skills:**

- #1: Communication
- #2: Numeracy
- #3: Critical Thinking and Problem Solving
- #4: Information Management
- #5: Interpersonal
- #6: Personal

**Is this course approved as a General Education course?**

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**No**

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**Yes**

Students should refer to their program's restricted General Education courses for final determination.

## 3. Learning Outcomes

1. Perform effectively as a member of a total quality foodservice team.
2. Demonstrate the skills, knowledge, attitudes, and abilities necessary for the success in the food and beverage sector.
3. Apply basic knowledge of food and beverage operations to careers outside of the Food and Beverage sector.
4. Plan, execute, and supervise FOH operations in an a la carte restaurant.

## 4. Learning Objectives

**Learning Outcome  
Reference Number**

**Unit 1: Perform effectively as a member of a total quality food and beverage service team.**

- |     |  |         |
|-----|--|---------|
| 1.1 | Ensure a high degree of customer satisfaction by anticipating customer needs and providing food services in a professional manner. | [1,2,3] |
| 1.2 | Adhere to appropriate etiquette and protocol and professional standards of dress, hygiene and grooming.                            | [1,2,3] |
| 1.3 | Organize the dining room to accept guests.   | [1,2,3] |

- 1.4 Demonstrate ability to suggestive sell and merchandise food and beverage. [1,2,3]
- 1.5 Demonstrate the sequence of serving an a la carte menu with special attention to timing.
- 1.6 Demonstrate a basic knowledge of wines, including the sale and service. [1,2,3]
- 1.7 Prepare and present alcoholic beverages. [1,2,3]
- 1.8 Complete beverage inventories. [1,2,3,4]
- 1.9 Process guest checks by both manual and computerized methods. [1,2,3]
- 1.10 Perform cashiering duties. [1,2,3]
- 1.11 Collaborate with supervisors and coworkers to improve service. [1,2,3]

**Unit 2: Perform effectively as a member of a total quality food preparation team.**

- 2.1 Prepare and present small and large quantities of food, displaying as per house policy. [1,2,3]
- 2.2 Select and use the correct tools, equipment, supplies, and techniques for food and beverage preparation and service. [1,2,3]
- 2.3 Select the appropriate cleaning equipment, supplies and materials and apply sanitation principles. [1,2,3]
- 2.4 Comply with safety regulations and health sanitation codes related to food and beverage preparation and service including WHIMIS, HACCP, and the Occupational Health and Safety Act. [1,2,3]

**Unit 3: Perform as an effective member of a management team.**

- 3.1 Plan, coordinate and execute a successful dining experience in Creations Fine Dining. [1,2,3,4]
- 3.2 Prepare and monitor records which assist efficient food and beverage service such as staff schedules, checklists related to service, and reservation records. [1,2,3,4]
- 3.3 Develop a marketing plan including market identification, theme, and menu. [1,2,3]
- 3.4 Apply knowledge of nutrition and dietary needs of clients/ customers to customer service. [1,2,3,4]
- 3.5 Produce purchasing requisitions for the evening. Prepare procedures and checklists including opening/ closing duties and cleaning and maintenance schedules. [1,2,3,4]
- 3.6 Apply performance measures to evaluate customer satisfaction. [1,2,3,4]
- 3.7 Apply principles of service recovery and "work the floor". [1,2,3,4]
- 3.8 Prepare point of sale reports, prepare cash reports and reconcile cash. [1,2,3,4]
- 3.9 Analyze revenue and cost data to determine financial outcomes of an event. [1,2,3,4]

**5. Resource Supplies**

**a. Required:**

Students are expected to be punctual, ready to participate, and dressed in their appropriate uniform including with the required tools for all lab classes. Refer to program standards document for specifics. Students not properly attired may not be allowed to participate in lab classes.

**b. Supplemental:**

Students should keep up-to-date on food and beverage trends in the hospitality industry by reading magazines and newspapers, watching TV and visiting local establishments. Students should pay particular attention to new and unique service and presentation techniques at all

times. Students are also encouraged to share their relevant experiences with the rest of the class.

## 6. Methodology

Each student is required to successfully complete each of the following modules of instruction:

- Unit 1: Evening Dining Room Lab – As part of a service team the learner will demonstrate an advanced level of dining room/mixology service skills including tableside food preparation.
- Unit 2: Evening Kitchen Lab – As part of a food production team, the learner will demonstrate an ability to produce menu items for a la carte dining in Creations Fine Dining.
- Unit 3: Management Capacity ~ As a management team member the learner will plan, organize, direct, and evaluate a dinner service in Creations Fine Dining.

The course will be taught by lecture, demonstrations, discussions and hands on applications in the student run dining room which is open to the public.

## 7. Student Evaluations

The following elements will determine the student's final grade:

### Conventional sections:

<b>Dining Room Management Project</b>	<b>30%</b>
<ul style="list-style-type: none"><li>• Brainstorming (joint HAT/CLN) 5%</li><li>• Theme Night Planning Draft 5%</li><li>• FOH Management Meeting &amp; Final Plan 10%</li><li>• Sales Review, Reflection, and Staff Assessment 10%</li></ul>	
<b>Supervisory Skills, Knowledge and Abilities</b>	<b>20%</b>
<ul style="list-style-type: none"><li>• Demonstration of Skills on Management Night 10%</li><li>• Preshift/Closing Meeting (5% each) 10%</li></ul>	
<b>Front of the House Service Skills, Knowledge and Abilities</b>	<b>40%</b>
<ul style="list-style-type: none"><li>• Demonstration of Service SKAs<ul style="list-style-type: none"><li>- 4 FOH Service shifts</li><li>- 2 FOH Prep. Shifts</li><li>- 1 Closing &amp; Inventory shift</li></ul></li></ul>	
<b>Back of the House Skills, Knowledge and Abilities</b>	<b>10%</b>
<ul style="list-style-type: none"><li>• Demonstration of Back of the House SKAs (2 shifts)</li></ul>	
<b>TOTAL:</b>	<b>100%</b>

### ***Missed Test/ Missed Lab Policy***

All tests must be written and all assignments must be submitted to the instructor's satisfaction in order to receive a passing grade.

If the student is not present for a lab or shift without prior notification, the student will be required to meet with the Program Coordinator/Dean to discuss progression in this course. A minimum of 3 hours prior to scheduled time is industry standard for notification and will applied to this environment.

If the student is unable to demonstrate the professional behaviours of punctuality and preparedness, a deduction of 10% per offence will occur.

Absences with notification will require one of the following

- A medical certificate is presented as proof of the student's inability to be present at the scheduled time
- Documentation supporting other absences
- The instructor has agreed in ADVANCE that there is justification for the student not being present at the scheduled time

### ***Due Dates and Late Submissions***

The student is expected to complete all assignments on time. All assignments are to be submitted during scheduled class time on the due date or as per faculty instruction. Late submissions will be penalized at 10% per day.

### ***Final Grades***

The round off mathematical principle will be used. Percentages are converted to letter grades and grade points as follows:

Mark (%)	Grade	Grade Point	Mark	Grade	Grade Point
94-100	A+	4.0	67-69	C+	2.3
87-93	A	3.7	63-66	C	2.0
80-86	A-	3.5	60-62	C-	1.7
77-79	B+	3.2	50-59	D	1.0
73-76	B	3.0	0-49	F	0.0
70-72	B-	2.7			

The passing grade in this course is a D. For further clarification, the student may consult with the Program Coordinator or the Dean.

## 8. Academic Integrity

Lambton College is committed to high ethical standards in all academic activities within the College, including research, reporting and learning assessment (e.g. tests, lab reports, essays).

The cornerstone of academic integrity and professional reputation is principled conduct. All scholastic and academic activity must be free of all forms of academic dishonesty, including copying, plagiarism and cheating.

Lambton College will not tolerate any academic dishonesty, a position reflected in Lambton College policy. Students should make themselves familiar with the [Students Rights and Responsibilities Policy](#), located on the MyLambton website for details concerning academic dishonesty and the penalties for dishonesty and unethical conduct.

Questions regarding this policy, or requests for additional clarification, should be directed to the [Lambton College Centre for Academic Integrity](#)

## 9. Related Items

### Students with Disabilities

If you are a student with a disability please identify your needs to the professor and/or the Accessibility Centre so that support services can be arranged for you. You can do this by making an appointment at the Accessibility Centre, Room L103 ext.3427 or by arranging a personal interview with the professor to discuss your needs.

### Student Rights and Responsibility Policy

Acceptable behaviour in class is established by the instructor and is expected by all students. Any form of harassment or violence will not be tolerated. Action will be taken as outlined in Lambton College policy.

Cheating and plagiarism are serious academic offences subject to disciplinary action. It is the student's responsibility to be aware of the cheating policy as described in the Lambton College Student Rights and Responsibilities policy. For further information on all of these policies, links may be found on the Lambton College website.

### Prior Learning Assessment Statement

This course is eligible for Prior Learning Assessment

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Yes

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No

If yes has been selected, you may choose to contact the Counselling Department for advice on Prior Learning Assessment.

### Date of Withdrawal without Academic Penalty

Please consult the Academic Regulations and Registrar's published dates.

### Waiver of Responsibility

Every attempt has been made to ensure the accuracy of this information as of the date of publication. The content may be modified, without notice, as deemed appropriate by the College.

**Note: It is the student's responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.**