

2011.48

University of Hawaii Maui College Course Outline and CAR

Author(s): Teresa Shurilla

Department: Business/Hospitality

Date submitted to Curriculum Committee:

Type of action:

- Addition:*
- regular
 - other; specify:

- Modification:*
- alpha/number
 - title
 - credits
 - description
 - pre-requisite
 - co-requisite
 - recommended prep
 - other; specify: SLO's

Course:

- 1. Alpha: CULN
- 2. Number: 160
- 3. Title: Dining Room Service
- 4. Credits: 4
lab per week
- 5. Contact Hours/Type: 2 hrs. lecture; 6 hours

Existing course, if different from above:

- Alpha: CULN
- Number: 160
- Title: Dining Room Service
- Credits: 3
lab per week
- Contact Hours/Type: 1 hr. lecture 6 hours

6. Course Description:

Provides study and practice in various types of table service. Teaches proper serving etiquette with respect to customer relations. Includes practical experiences in a public dining room. Beverage service includes bar setup and equipment used, job descriptions of the various positions commonly found in the service of alcoholic beverages, specific service techniques used in those positions, and the rules and regulations of serving alcoholic beverages responsibly.

7. Pre-requisites: CULN 120 with grade C or better

Pre-requisite may be waived by consent yes no

8. Co-requisites: N/A

9. Recommended Preparation: N/A

10. Cross-list: N/A

11. Reason for this curriculum action:

Incorporating beverage class CULN 114 into the SLO's and Competencies of this course and deleting CULN 114. Increasing lecture portion of this course.

Course is taught at another UH campus:

no Explain why this course is proposed for UHMC:

yes, specify college(s), course, alpha, and number where same or similar course is taught: UH Kapiolani CC, CULN 160 Dining Room Service/Stewarding (5); UH Kauai CC, CULN 160 Dining Room Service/Stewarding (5); UH Leeward CC, CULN 160 Dining Room Service/Stewarding (5)

12. Proposed term of first offering: Fall semester of 2012 year
5-year Review Date 2017

13. Grading: Standard (Letter, Cr/NCr, Audit) Explain, if not Standard grading:

14. Is this course repeatable for credit? no yes; maximum is _____ credit or unlimited.

Many previous course outlines have SLOs and what are now called Competencies/Concepts/Issues/Skills combined in question number 6. In this form in number 15: SLOs are considered to be over arching "what the student will be able to do in the rest of life" type statements. In number 16: Competencies/Concepts/Issues/Skills are considered to be the more specific steps by which the SLOs are achieved.

15. Student Learning Outcomes (SLOs). List one to four inclusive SLOs.

Use roman numerals (I., II., III.) to designate SLOs..

On successful completion of this course, students will be able to:

- I. Describe and demonstrate knowledge and skills in various types of table service and settings incorporating the general rules of dining room service.
- II. Identify and demonstrate proper preparation and service techniques of hot and cold beverages
- III. Describe and demonstrate suggestive selling techniques incorporating proper guest check and cash handling procedures.
- IV. Define and demonstrate professionalism, good personal hygiene, human relationship skills and teamwork while developing proper work habits and ethical behavior in the culinary workplace
- V. Explain basic service techniques, including legal and social responsibilities
- VI. Demonstrate service of wine and knowledge of the various beverages commonly found in a Dining Room.

16. Competencies/Concepts/Issues/Skills. *Use lower case letters (a., b....zz) to designate competencies/concepts/issues/skills..*

On successful completion of this course, students will be able to:

- a. Discuss and model training procedures for dining room staff. (SLO: I)
- b. Demonstrate the general rules of table settings and service. (SLO: I)
- c. Demonstrate sales techniques for service personnel including menu knowledge and suggestive selling. (SLO: III)
- d. Discuss and demonstrate the presentation and service of alcoholic, non-alcoholic beverages, including coffee and tea. (SLO: II)
- e. Discuss procedures for processing guest checks using current technology. (SLO: III)
- f. Demonstrate good personal hygiene and health habits in a laboratory setting. (SLO: IV)
- g. Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled. (SLO: IV)
- h. Discuss the basic production process for distillation and fermentation. (SLO: VI)
- i. Distinguish wines by grape and/or other fruit variety, country, growing region and production process. (SLO: VI)
- j. Discuss opening and closing procedures of a beverage operation. (SLO: II, SLO: VI)
- k. Discuss and demonstrate the fundamentals and importance of responsible alcohol service (SLO: II)
- l. Identify local, state and federal laws pertaining to the purchase and service of alcoholic beverages. (SLO: VI)
- m. Evaluate the relationship of beverages to food. (SLO: I, SLO: II, SLO: VI)
- n. Identify equipment and glassware used for beverage preparation and service. (SLO: II, SLO: VI)
- o. Identify levels of intoxication and methods to control excessive consumption by guests (SLO: VI)
- p. Discuss Dram Shop Act and liquor law liability. (SLO: VI)
- q. Explain procedures for implementing internal beverage controls. (SLO: VI)
- r. Calculate beverage costs and percentages. (SLO: III)
- s. Describe American, English, French and Russian Service. (SLO: I-VI)
- t. Discuss service methods such as banquets, buffets and catering and a la carte. (SLO: I, SLO II, SLO: III)
- u. Demonstrate the duties of dining service personnel. (SLO: I, SLO: II, SLO: III, SLO: IV, SLO: V)
- v. Explain the role of job descriptions and specifications. (SLO: IV, SLO: V)
- w. Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation). (SLO: II, SLO: III, SLO: V, SLO: VI)
- x. Evaluate career opportunities through participation in field trips and guest speakers in class. (SLO: II, SLO: III, SLO: v, SLO: VI)
- y. Discuss/evaluate industry trends as they relate to career opportunities and the future of the industry. (SLO: IV, SLO: V)
- z. Evaluate the quality of prepared dessert sauces. (SLO: III)
- aa. Evaluate the quality of presentations of baked goods and desserts. (SLO: III)
- bb. Review profit and loss statements to determine profitability. (SLO: III, SLO: V)
- cc. Explain inter-relationships and work flow between dining room and kitchen operations. (SLO: IV)
- dd. Evaluate the quality of braised and stewed items. (SLO: III)

- ee. Evaluate the quality of shallow-poached items. (SLO: III)
- ff. Evaluate the quality of poached and simmered foods. (SLO: III)
- gg. Evaluate the quality of boiled and steamed items. (SLO: III)
- hh. Evaluate the quality of a properly made sauce. (SLO: III)
- ii. Evaluate the quality of prepared fruits, vegetables, starches, legumes and grains. (SLO III)
- jj. Evaluate the quality of properly prepared and dressed green salad. (SLO: III)
- kk. Evaluate the quality of composed salads. (SLO: III)
- ll. Outline the supervisor's role in decision-making, problem solving and delegation of duties. (SLO: IV)
- mm. Compare and contrast training methods.(SLO: IV)
- nn. Identify reasons for disciplinary problems and discuss the supervisor's role in handling them. (SLO: IV)
- oo. Describe the procedure for terminating employees.(SLO: IV, SLO: V)
- pp. Analyze motivational techniques/problems. Discuss procedures for attitudinal changes. (SLO: IV)
- qq. Discuss time management and other organizational management techniques. (SLO: IV)
- rr. Recognize the needs, wants and desires of the internal and external customers. (SLO: IV)
- ss. Trace the growth and development of the hospitality and tourism industry. (SLO: IV)
- tt. Describe the various cuisines and contributions of leading culinarians. (SLO: I, SLO: IV)
- uu. Discuss professional ethics practiced in the Industry. (SLO: IV)
- vv. Discuss the availability of Food and Seasonal Menus.(SLO: I, SLO: II, SLO: III)
- ww. Demonstrate appropriate emergency policies for kitchen and dining room injuries. (SLO: IV, SLO: V)
- xx. Recognize and define appropriate types and use of fire extinguishers used in the foodservice area. (SLO: IV, SLO: V)

17. Suggested Course Content and Approximate Time Spent on Each Topic

Linked to #15. Student Learning Outcomes and #16: Competencies/Concepts/Issues/Skills

1-3 weeks Orientation to Dining Room (SLO: I-V), (a-g, j,m,n,s,t,u,v)

Tools and Equipment Identification and Usage (SLO: I, SLO: II, SLO: III), (e,j,n)

Safety and Sanitation (SLO: IV, SLO: V), (f,xx,yy)

China, Silver and Glassware Identification (SLO: II, SLO: VI), (b,d,h,i,j,k,n)

Bus Side Station (SLO: V), (s,t,u,v)

Types of Table Service (SLO: I-VI) (a-yy)

1-2 weeks Waiter/Waitress/Busperson Job Analysis (SLO: I-V), (a,d,e,g,h)

Set up, Service, Bussing, Beverage Preparation and Service (SLO: II-V), (b,c,f,g, u, xx)

Order Taking, Placing and Picking Up (SLO: I-VI), (a-e)

Guest check Presentation (SLO: III), (e,g)

Cash Handling, Cash and Service Controls (SLO: III, SLO: IV, SLO:V), (e,l,p,q)

1 week Beverage and Dessert Service (SLO: II, SLO: V), (d,k,aa,bb)

1 week Menu Format and Technology (SLO: III), (c,d,e,t,mm,nn,rr)

1-2 weeks Table Etiquette and Customer Relations (SLO: I-VI), (a-g, m,s,u,v,z,nn)

1 week Liquor Service and Laws (SLO: VI), (d,h,i,j,k,l,m,n,o,p,q,r,u)

18. Suggested Course Requirements and Evaluation

Linked to #15. Student Learning Outcomes and #16: Competencies/Concepts/Issues/Skills
Specific course requirements are at the discretion of the instructor at the time the course is being offered. Suggested requirements might include, but are not limited to:

- 10-40% Written quizzes, midterm(s) and/or a final exam covering lectures, discussions, media presentations, lab activities, field trips, guest speakers, and reading assignments (SLO: I-VI), (a-xx)

5-25% Lab practical exams (SLO: I-VI), (b,c,d,f,g,k,s,v,oo,ww)

10-30% Reading related articles and/or watching programs about related issues in the media (including newspapers, video, magazines, web-based material, etc.) and writing summaries and reactions (SLO: I-IV), (a-d,e,h,i,k,l,p,q,s,t,v,w,y,bb,cc,ll,mm,nn,oo,pp,qq,ss,tt,uu,vv)

0-20% Reading text assigned materials and answering discussion questions (SLO: II, SLO: V) (a,d,e,n,j,k,l,t,w,y,bb,ll,mm,pp,qq,ss,tt,uu,vv,xx)

5-20% Participation in class discussions, group and individual oral reports (SLO: III, SLO: IV, SLO: VI), (a,d,e,h,i,j,k,p,q,t,w,y,bb,qq,uu,vv)

20-50% Laboratory activities (SLO: I-IV, SLO: VI), (b,c,f,g,o,u,y,z,aa,bb,cc,dd,ee,ff,gg,hh,ii,jj,kk,ll,nn,ww)

10-20% Projects, reports, and/or field experiences (SLO: I, SLO: II, SLO: III), (b,c,f,g,o,u,v,y,z,aa,bb,cc,dd,ee,ff,gg,hh,ii,jj,kk,ll,nn,ww)

5-10% Punctuality, attendance and participation (SLO: IV, SLO: V), (a,f,j,u,v,ll,mm,nn,oo,uu)

19. College-wide academic student learner outcomes (CASLOs) this course supports: (mark all that apply)

- Written Communications
- Quantitative Reasoning
- Information Retrieval and Technology
- Oral Communication
- Critical Reasoning
- Creativity

If this course supports one or more CASLO, then either complete the Assessment of Intended Student Learning Outcomes Standards (CCOWIQ) Grid (see Curriculum Committee website for grid form and submit it with this form) OR in the box following explain briefly how this course supports the particular CASLO or CASLOs:

20. Using the program student learning outcomes (PLOs) for the main program of which this course is a part, list only those PLOs this course supports:

PLO: 2. Apply the basic principles of culinary service, organization, sanitation and safety in a foodservice operation to maintain the optimum health of the consumer.

PLO: 3. Demonstrate skills in various areas of the culinary hierarchy: human relations, leadership and personnel management, ethical decision making.

PLO: 4. Discuss the standards of restaurant regulations involving liquor protocol and health and safety regulations.

PLO: 5. Practice standards in behavior, ethics, grooming and dress appropriate to culinary industry professionals.

PLO:

PLO:

PLO:

21. No question. Question 21 will be part of the process used in Curriculum Central.

22. Method(s) of delivery appropriate for this course: *(mark all that apply)*

Traditional HITS/Interactive TV Cable TV Online Hybrid
 Other, explain:

23. Text and Materials, Reference Materials, and Auxiliary Materials

Appropriate text(s) and materials will be chosen at the time the course is offered from those currently available in the field. Examples include: "Presenting Service" second edition by Lendal H. Kotschevar and Valentino Lucian

Appropriate reference materials will be chosen at the time the course is offered from those currently available in the field. Examples include:

Appropriate auxiliary materials will be chosen at the time the course is offered from those currently available in the field. Examples include:

24. Maximum enrollment: 15 Rationale, if less than 35: Safety, equipment, space and supervision

25. Course is restricted to particular room type: no yes; explain: Class Act Dining Room

26. Special scheduling considerations: no yes; explain: food service hours of restaurant

27. Special instructional resources (*personnel, supplies, etc.*) required:

no yes; explain: Restaurant Instructional Ingredients

28. Special student fees required: no yes; explain: Proposed CULN Student Lab Fee

29. Function/Designation: Mark all that apply.

AA* First Category LE - Elective Second Category, if appropriate Category
 Fulfills Hawaii Emphasis (HI) Graduation Requirement

AS Program Category List Additional Programs and Category:

AAS Culinary Arts - Culinary Arts PR - Program Requirement List Additional Programs and Category: Culinary Arts - Baking

BAS Program Category List Additional Programs and Category:

Developmental/Remedial Other/Additional: Explain:

** Submit the appropriate form(s) to have the course placed in the requested category(ies) to both the Curriculum Committee and the Liberal Arts/AA Program Chair. If the course satisfies category I: Foundations/Skills: Foundations I or II, it needs to be submitted to the Foundations Board. If a course needs a diversity designation, it needs to be submitted to the Diversity Board. If a course needs a Hawaii/ Asia/ Pacific designation, it needs to be submitted to the HAPS board. See your Department Representative, the Curriculum Chair, or the Liberal Arts/AA Coordinator for information.*

30. Course increases decreases makes no change to number of credits required for program(s) affected by this action. Explain, if necessary:

31. Course is:

Not appropriate for articulation.

Appropriate* for articulation as a general education course at:

UHCC UH Manoa UH Hilo UHWO

Previously articulated* as a general education course at:

UHCC UH Manoa UH Hilo UHWO

**Submit Course Articulation Form(available on the Curriculum Committee website) if course is already articulated, or is appropriate for articulation, as a general education (100-, 200-level) course. Check Curriculum Committee website under UH Courses for articulation sites.*

Standardized and/or appropriate for articulation by PCC or other UH system agreement at:

UHCC UH Manoa UH Hilo UHWO Explain:

Appropriate for articulation or has previously been articulated to a specific department or institution: UHCC UH Manoa UH Hilo UHWO Outside UH system Explain:

This course outline is standardized and/or the result of a community college or system-wide agreement. Name of the responsible committee/group: PCC

32. List catalog used and then degrees, certificates, prerequisites, and catalog sections and their page numbers affected by this proposal: 2011-2012 UHMC General Catalog, CO, CC, CA, AAS; Certificate and Degrees, 46,47; Course Descriptions, pg. 106, 107.

33. Additional Information (*add additional pages if needed*):

University of Hawaii Maui College
Course Outline and CAR Signature Page

Jerena Schuler 10/13/2011
Proposed by: Author or Program Coordinator Date

Joseph Pels 10/13/11
Checked by Department Representative to Curriculum Committee Date

Cyrille Pascual 10/13/11
Requested by Department: Department Chair Date

M. B. ... 11-2-11
Recommended by: Curriculum Chair Date

Yvonne ... 2-1-12
Approved by Academic Senate: Academic Senate Chair Date

[Signature] 2-3-12
Endorsed by: Chief Academic Officer Date

[Signature] 2/12/12
Course Approved by: Chancellor Date