

University of Hawaii Maui College

CULN 160 - Dining Room Service

1. Course Alpha. Please click on the ? to the right for help.

CULN

2. Course Number. Please click on the ? to the right for help.

160

3. Course Title/Catalog Title. Please click on the ? to the right for help.

Dining Room Service

4. Number of Credits. Please click on the ? to the right for help.

4

5. Contact Hours/Type. Please click on the ? to the right for help.

- Hour lab (6)
- Hour lecture (2)

6. Course Description. Please click on the ? to the right for help.

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. Please click on the ? to the right for help.

CULN 112 with grade C or better, and ENG 100 with grade C or better; or consent.

8. Co-requisites.

N/A

9. Recommended Preparation.

N/A

10. Is this a cross-listed course? Please click on the ? to the right for help.

NO

11. Reason for Proposal. Why is this course being proposed or modified? This question requires specific information as part of the explanation. Please click on the ? to the right for help.

This course is given new prerequisites, which will help the overall retention and completion rates. The prerequisite is modified to require students to acquire fundamental skills in CULN 112 before taking on intermediate skills. Students write reflective journals recording their restaurant experiences and also prepare written presentations. Therefore, ENG 100 is also added to the prerequisite per the CASLO Committee's recommendation.

12. Effective Semester and Year. For new or modified courses, the effective year is one year from the semester proposed. For example, if proposed in Spring 2012, the effective semester is Spring 2013. Please click on the ? to the right for help.

Fall 2014

13. Grading Method. What grading methods may be used for this course? Please click on the ? to the right for help.

- Standard (Letter,Cr/NCr,Audit) (0)

14. Is this course repeatable for credit? How often can this course be counted toward a degree or certificate? Please click on the ? to the right for help.

NO

15. Course Student Learning Outcomes (SLOs). DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "COURSE LEARNING OUTCOMES" and enter in that screen. Please click on the ? to the right for help.

Competency/Course SLO	Describe and demonstrate knowledge and skills in various types of table service and settings incorporating the general rules of dining room service.	Identify and demonstrate proper preparation and service techniques of hot and cold beverages	Describe and demonstrate suggestive selling techniques incorporating proper guest check and cash handling procedures.	Define and demonstrate professionalism, good personal hygiene, human relationship skills and teamwork while developing proper work habits and ethical behavior in the culinary workplace.	Explain basic service techniques of alcoholic beverages, including legal and social responsibilities.	Demonstrate service of wine and knowledge of the various beverages commonly found in a Dining Room.
Discuss and model training procedures for dining room staff.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Demonstrate the general rules of table settings and service.	<input checked="" type="checkbox"/>					
Demonstrate sales techniques for service personnel including menu knowledge and suggestive selling.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			

Discuss and demonstrate the presentation and service of alcoholic, non-alcoholic beverages, including coffee and tea.					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Discuss procedures for processing guest checks using current technology.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
Demonstrate good personal hygiene and health habits in a laboratory setting.				<input checked="" type="checkbox"/>		
Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
Discuss the basic production process for distillation and fermentation.					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Distinguish wines by grape and/or other fruit variety, country, growing region and production process.						<input checked="" type="checkbox"/>
Discuss opening and closing procedures of a beverage operation.			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Discuss and demonstrate the fundamentals and importance of responsible alcohol service.				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Identify local, state and federal laws pertaining to the purchase and service of alcoholic beverages.					<input checked="" type="checkbox"/>	
Evaluate the relationship of beverages to food.					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Identify equipment and glassware used for beverage preparation and service.		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Identify levels of intoxication and methods to control excessive consumption by					<input checked="" type="checkbox"/>	

guests.						
Discuss Dram Shop Act and liquor law liability.					<input checked="" type="checkbox"/>	
Explain procedures for implementing internal beverage controls.			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Calculate beverage costs and percentages.			<input checked="" type="checkbox"/>			
Describe American, English, French and Russian Service.	<input checked="" type="checkbox"/>					
Discuss service methods such as banquets, buffets and catering and a la carte.	<input checked="" type="checkbox"/>					
Demonstrate the duties of dining service personnel.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Explain the role of job descriptions and specifications.	<input checked="" type="checkbox"/>					
Explain inter-relationships and work flow between dining room and kitchen operations.	<input checked="" type="checkbox"/>					
Describe the procedure for terminating employees.				<input checked="" type="checkbox"/>		
Analyze motivational techniques/problems. Discuss procedures for attitudinal changes.				<input checked="" type="checkbox"/>		

Course SLO/PSLO	Identify and practice the basic principles of culinary service, organization and structure, sanitation and safety in a foodservice operation to maintain the optimum health and satisfaction of the consumer.	Demonstrate skills in various areas of the culinary hierarchy: human relations, leadership and personnel management, ethical decision making.	Discuss the standards of restaurant regulations involving liquor protocol and health and safety regulations.	Practice standards in behavior, ethics, grooming and dress appropriate to culinary industry professionals.
Describe and demonstrate knowledge and skills in various types of table service and settings incorporating the general rules of dining room service.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Identify and demonstrate proper preparation and service techniques of hot and cold beverages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Describe and demonstrate suggestive selling techniques incorporating proper guest check and cash handling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

procedures.				
Define and demonstrate professionalism, good personal hygiene, human relationship skills and teamwork while developing proper work habits and ethical behavior in the culinary workplace.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Explain basic service techniques of alcoholic beverages, including legal and social responsibilities.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Demonstrate service of wine and knowledge of the various beverages commonly found in a Dining Room.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Demonstrate service of wine and knowledge of the various beverages commonly found in a Dining Room.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	

16. Course Competencies. DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "COURSE COMPETENCIES/ISSUES/SKILLS" and enter text in that screen. Course competencies are smaller, simpler tasks that connect to and facilitate the SLOs.

Competency
Discuss and model training procedures for dining room staff.
Demonstrate the general rules of table settings and service.
Demonstrate sales techniques for service personnel including menu knowledge and suggestive selling.
Discuss and demonstrate the presentation and service of alcoholic, non-alcoholic beverages, including coffee and tea.
Discuss procedures for processing guest checks using current technology.
Demonstrate good personal hygiene and health habits in a laboratory setting.
Demonstrate an understanding of guest service and customer relations, including handling of difficult situations and accommodations for the disabled.
Discuss the basic production process for distillation and fermentation.
Distinguish wines by grape and/or other fruit variety, country, growing region and production process.
Discuss opening and closing procedures of a beverage operation.
Discuss and demonstrate the fundamentals and importance of responsible alcohol service.
Identify local, state and federal laws pertaining to the purchase and service of alcoholic beverages.
Evaluate the relationship of beverages to food.
Identify equipment and glassware used for beverage preparation and service.
Identify levels of intoxication and methods to control excessive consumption by guests.
Discuss Dram Shop Act and liquor law liability.
Explain procedures for implementing internal beverage controls.
Calculate beverage costs and percentages.
Describe American, English, French and Russian Service.
Discuss service methods such as banquets, buffets and catering and a la carte.
Demonstrate the duties of dining service personnel.
Explain the role of job descriptions and specifications.
Explain inter-relationships and work flow between dining room and kitchen operations.
Describe the procedure for terminating employees.
Analyze motivational techniques/problems. Discuss procedures for attitudinal changes.

17. Recommended Course Content and Timeline. The course content facilitates the course competencies. Course content may be organized by weeks, units, topics or the like.

- week 1: Basic training in restaurant service. Table setting exercises.

- week 2: Skill training to include tray service for food and beverages
- week 3: Beverage - hot and cold service
- week 4: Alcohol laws including dram shop, state and local laws
- week 5: Wine skills including opening & service
- week 6: Customer relations and up-selling
- week 7: Russian, American, French and English service
- week 8: Restaurant management

18. Program Learning Outcomes. DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "PLOs" and enter text in that screen. Program Student Learning Outcomes (PLOs) supported by this course. If you are not a "program" use the Liberal Arts PLOs, view them by clicking on ? icon to the right.

Program SLO
Identify and practice the basic principles of culinary service, organization and structure, sanitation and safety in a foodservice operation to maintain the optimum health and satisfaction of the consumer.
Demonstrate skills in various areas of the culinary hierarchy: human relations, leadership and personnel management, ethical decision making.
Discuss the standards of restaurant regulations involving liquor protocol and health and safety regulations.
Practice standards in behavior, ethics, grooming and dress appropriate to culinary industry professionals.

19. College-wide Academic Student Learning Outcomes (CASLOs). FIRST, fill out the CASLO grid located in the UHMC tab above. Click on the HELP icon for tips on determining support for the CASLOs and indicate your choices below by clicking on the box in front of each supported CASLO. NOTE: Our campus does not use the Preparatory Level, Level 1 and Level 2 designations in the chart below.

<input checked="" type="checkbox"/>	Creativity - Able to express originality through a variety of forms. <input checked="" type="checkbox"/> Level 1
<input checked="" type="checkbox"/>	Critical Thinking - Apply critical thinking skills to effectively address the challenges and solve problems. <input checked="" type="checkbox"/> Level 1
<input checked="" type="checkbox"/>	Information Retrieval and Technology - Access, evaluate, and utilize information effectively, ethically, and responsibly. <input checked="" type="checkbox"/> Level 1
<input checked="" type="checkbox"/>	Oral Communication - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes. <input checked="" type="checkbox"/> Level 2
<input checked="" type="checkbox"/>	Quantitative Reasoning - Synthesize and articulate information using appropriate mathematical methods to solve problems of quantitative reasoning accurately and appropriately. <input checked="" type="checkbox"/> Level 1
<input checked="" type="checkbox"/>	Written Communication - Write effectively to convey ideas that meet the needs of specific audiences and purposes. <input checked="" type="checkbox"/> Level 1

20. Linking. CLICK ON CHAIN LINK ICON IN UPPER RIGHT HAND CORNER TO BEGIN LINKING. Please click on the ? to the right for help.

21. Method(s) of delivery appropriate for this course. Please click on the ? to the right for help.

- Classroom/Lab (0)

22. **Text and Materials, Reference Materials, and Auxiliary Materials. Please click on the ? to the right for help.**

- Sanders, Giannasio, Paz. The Professional Server - A training manual. 2nd. Prentice Hall, 2012, 0131709928.

23. **Maximum enrollment. Please click on the ? to the right for help.**

12 - Explanation: This provides a realistic approach to service accurately mirroring industry. In addition, there are space and safety restrictions.

24. **Particular room type requirement. Is this course restricted to particular room type? Please click on the ? to the right for help.**

YES

Leis Family Class Act Restaurant

25. **Special scheduling considerations. Are there special scheduling considerations for this course? Please click on the ? to the right for help.**

YES

Restaurant is open for Lunch on Wednesdays and Fridays.

26. **Are special or additional resources needed for this course? Please click on the ? to the right for help.**

Dining Room Service Uniform is required for this course.

27. **Does this course require special fees to be paid for by students? Please click on the ? to the right for help.**

NO

28. **Does this course change the number of required credit hours in a degree or certificate? Please click on the ? to the right for help.**

No

29. **Course designation(s) for the Liberal Arts A.A. degree and/or for the college's other associate degrees. Please click on the ? to the right for help.**

Degree	Program	Category
Associate in Arts:	Liberal Arts	LE - Elective
AS:		
AAS:	Culinary Arts - All	PR - Program Requirement
BAS:		
Developmental/ Remedial:		

30. Course designation(s) for other colleges in the UH system.

CULN 160 Kapiolani CC, Kauai CC, Leeward CC

31. Indicate the year and page # of UHMC catalog referred to. For new or modified courses, please indicate the catalog pages that need to be modified and provide a sheet outlining those changes.

Catalog 2013/2014 - page 40, 41 and 105

32. College-wide Academic Student Learner Outcomes (CASLOs). Please click on the HELP icon for more information.

Standard 1 - Written Communication	
Write effectively to convey ideas that meet the needs of specific audiences and purposes.	
Outcome 1.1 - Use writing to discover and articulate ideas.	2
Outcome 1.2 - Identify and analyze the audience and purpose for any intended communication.	2
Outcome 1.3 - Choose language, style, and organization appropriate to particular purposes and audiences.	2
Outcome 1.4 - Gather information and document sources appropriately.	2
Outcome 1.5 - Express a main idea as a thesis, hypothesis, or other appropriate statement.	2
Outcome 1.6 - Develop a main idea clearly and concisely with appropriate content.	2
Outcome 1.7 - Demonstrate a mastery of the conventions of writing, including grammar, spelling, and mechanics.	3
Outcome 1.8 - Demonstrate proficiency in revision and editing.	2
Outcome 1.9 - Develop a personal voice in written communication.	2
Standard 2 - Quantitative Reasoning	
Synthesize and articulate information using appropriate mathematical methods to solve problems of quantitative reasoning accurately and appropriately.	
Outcome 2.1 - Apply numeric, graphic, and symbolic skills and other forms of quantitative reasoning accurately and appropriately.	2
Outcome 2.2 - Demonstrate mastery of mathematical concepts, skills, and applications, using technology when appropriate.	2
Outcome 2.3 - Communicate clearly and concisely the methods and results of quantitative problem solving.	2
Outcome 2.4 - Formulate and test hypotheses using numerical experimentation.	2
Outcome 2.5 - Define quantitative issues and problems, gather relevant information, analyze that information, and present results.	2
Outcome 2.6 - Assess the validity of statistical conclusions.	1
Standard 3 - Information Retrieval and Technology.	
Access, evaluate, and utilize information effectively, ethically, and responsibly.	
Outcome 3.1 - Use print and electronic information technology ethically and responsibly.	2
Outcome 3.2 - Demonstrate knowledge of basic vocabulary, concepts, and operations of information retrieval and technology.	2
Outcome 3.3 - Recognize, identify, and define an information need.	2
Outcome 3.4 - Access and retrieve information through print and electronic media, evaluating the accuracy and authenticity of that information.	2
Outcome 3.5 - Create, manage, organize, and communicate information through electronic media.	2
Outcome 3.6 - Recognize changing technologies and make informed choices about their appropriateness and use.	2
Standard 4 - Oral Communication	
Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.	

Outcome 4.1 - Identify and analyze the audience and purpose of any intended communication.	3
Outcome 4.2 - Gather, evaluate, select, and organize information for the communication.	3
Outcome 4.3 - Use language, techniques, and strategies appropriate to the audience and occasion	3
Outcome 4.4 - Speak clearly and confidently, using the voice, volume, tone, and articulation appropriate to the audience and occasion.	3
Outcome 4.5 - Summarize, analyze, and evaluate oral communications and ask coherent questions as needed.	3
Outcome 4.6 - Use competent oral expression to initiate and sustain discussions.	3
Standard 5 - Critical Thinking Apply critical thinking skills to effectively address the challenges and solve problems.	
Outcome 5.1 - Identify and state problems, issues, arguments, and questions contained in a body of information.	2
Outcome 5.2 - Identify and analyze assumptions and underlying points of view relating to an issue or problem.	2
Outcome 5.3 - Formulate research questions that require descriptive and explanatory analyses.	2
Outcome 5.4 - Recognize and understand multiple modes of inquiry, including investigative methods based on observation and analysis.	2
Outcome 5.5 - Evaluate a problem, distinguishing between relevant and irrelevant facts, opinions, assumptions, issues, values, and biases through the use of appropriate evidence.	2
Outcome 5.6 - Apply problem-solving techniques and skills, including the rules of logic and logical sequence.	2
Outcome 5.7 - Synthesize information from various sources, drawing appropriate conclusions.	2
Outcome 5.8 - Communicate clearly and concisely the methods and results of logical reasoning.	2
Outcome 5.9 - Reflect upon and evaluate their thought processes, value system, and world views in comparison to those of others.	2
Standard 6 - Creativity Able to express originality through a variety of forms.	
Outcome 6.1: Generate responses to problems and challenges through intuition and non-linear thinking.	2
Outcome 6.2: Explore diverse approaches to solving a problem or addressing a challenge.	2
Outcome 6.3: Sustain engagement in activities without a preconceived purpose.	2
Outcome 6.4: Apply creative principles to discover and express new ideas.	2
Outcome 6.5: Demonstrate the ability to trust and follow one's instincts in the absence of external direction	2
Outcome 6.6: Build upon or adapt the ideas of others to create novel expressions or new solutions.	2

33. Additional Information