



MERCER
COUNTY COMMUNITY COLLEGE

COURSE OUTLINE

Course Number	Course Title	Credits
HOS 185	Table Service	2
Hours: Lecture/Lab/Other	Co-requisite	Implementation Semester & Year
1/2/0	HOS 118	Spring 2022

Catalog description:

The focus here is on dining room operations including all aspects of formal service including dining room systems, merchandising, and customer service. Lab hours in the dining room is where students serve customers in one of our student-run restaurants where the classroom lessons are reinforced.

General Education Category: **Not GenEd**

Course coordinator:
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Required texts & Other materials:

Professional Server, The: A Training Manual, 2/E

Edward E. Sanders, *New York City College of Technology* Marcella Giannasio

ISBN-10: 0131709925 • ISBN-13: 9780131709928

©2013 • Prentice Hall • Paper, 204 pp

Course Student Learning Outcomes (SLO):

Upon successful completion of this course the student will be able to:

1. Prepare dining room for service using proper preparation techniques and sanitation techniques. (ILGs # 1, 2; PLOs # 1)
2. Demonstrate proper communication skills with kitchen staff and customers (ILGs # 1; PLOs # 1, 4)
3. Demonstrate a working knowledge of ordering systems and portion control. (ILGs # 2, 11; PLOs # 1, 5)
4. Prepare table settings for upscale dining room service and prepare a variety of hot and cold beverages using proper preparation techniques and sanitation techniques and demonstrating a working knowledge of proper ratios and temperatures for brewing hot beverages. (ILGs # 1, 2, 11; PLOs # 1, 2, 5)
5. Take orders from customers demonstrating a full knowledge of menu items and preparation methods. (ILGs # 1, 11; PLOs # 1, 3, 5)
6. Demonstrate a working knowledge of station set-up requirements for meal service and understand the merchandising of menu items. (ILGs # 1, 11; PLOs # 1, 2, 4)
7. Demonstrate the ability to communicate effectively as a team while meeting the requirements of customer service and “moment of truth” ethical standards. (ILGs # 1, 2, 9; PLOs # 1, 9, 11)

Course-specific Institutional Learning Goals (ILG):

Institutional Learning Goal 1. Written and Oral Communication in English. Students will communicate effectively in both speech and writing.

Institutional Learning Goal 2. Mathematics. Students will use appropriate mathematical and statistical concepts and operations to interpret data and to solve problems.

Institutional Learning Goal 4. Technology. Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.

Institutional Learning Goal 9. Ethical Reasoning and Action. Students will understand ethical frameworks, issues, and situations.

Institutional Learning Goal 11. Critical Thinking: Students will use critical thinking skills understand, analyze, or apply information or solve problems.

Program Learning Outcomes for Culinary / Pastry Arts

1. Apply safe and sanitary practices within any food production department compliant with safety regulations
3. Design and plan meal service, buffets and food-related activities and functions and understand the purchasing and requisition process
4. Develop professional written and verbal communication and computational skills related specifically to hospitality

Units of study in detail – Unit Student Learning Outcomes:

Unit I Dining Room Preparation [Supports SLOs # 1, 6, 7]

The student will be able to...

- Develop task analysis for class based upon parameters given for station.
- Determine stations required for menu and delegate work to stations developing task analysis for each station based upon menu items

Unit II Serving Guests [Supports SLOs # 1, 2, 3, 4, 5, 6]

The student will be able to...

- Demonstrate the ability to have proper mise en place completed in a timely manner
- Demonstrate ability to utilize proper ordering procedure for menu appetizers, entrées and desserts.
- Effectively communicate menu items flavor profiles and recipes to the customer.
- Demonstrate ability to prepare side work and mise en place for service.
- Develop job analysis for each station improving refining it as the position is fully developed.

Unit III Service standards [Supports SLOs # 1, 2, 3, 7]

The student will be able to...

- Demonstrate high food safety and sanitation standards throughout service
- Demonstrate a working knowledge of advanced service standards for a la carte service, French and Russian style of service including ethical standards for 'moment of truth' situations
- Demonstrate an understanding of merchandising and marketing through effective communications as it relates to individual menu items

- Conduct analysis of receipts to determine sales and effectiveness of merchandising
- Demonstrate the ability to work as a team member and communicate effectively from set up through service and clean up

Evaluation of student learning:

Participation and class assignments	10%
Practical Tests	10%
Tests and Quizzes	20%
Dining Room Service performance	60%