

Course Description**HFT1841 | Dining Room Service | 3.00 credits**

Provides students with the opportunity to acquire knowledge of advanced service techniques, including guest satisfaction, food, wine and beverage serving, types of menus, table service techniques, tableside cooking, napkin folding, table setting, safety, sanitation, emergency procedures, restaurant technology, and service styles. Students will gain experience in cash and non-cash handling, forecasting sales, and merchandising techniques. Corequisite: HFT 1000.

Competency 1: The student will gain an understanding of all aspects of table service by:

1. Demonstrating proper table setting techniques, including the arrangement of flatware, glassware, and table linens
2. Applying appropriate serving etiquette, such as presenting menus, taking orders, and serving food and beverages in a professional manner
3. Practicing effective communication and customer interaction skills to ensure a positive dining experience for guests

Competency 2: The student will understand how to plan to operate, and the series of steps involved in serving any type of special event by:

1. Creating event timelines and checklists, outlining the necessary preparations and tasks required for successful event execution
2. Collaborating with event planners and coordinators to understand the specific requirements and expectations of each special event
3. Implementing effective event management strategies, including coordinating with kitchen staff, managing table reservations, and ensuring smooth service flow during the event

Competency 3: The student will understand how to market your operation effectively to the customer using various means by:

1. Developing marketing strategies, including social media campaigns, promotional materials, and targeted advertising, to attract and retain customers
2. Utilizing customer feedback and market research to identify target demographics and tailor marketing efforts accordingly
3. Implementing customer loyalty programs and initiatives to foster customer engagement and increase brand awareness

Competency 4: The student will create theft control policies by:

1. Identifying potential areas of vulnerability within the operation and implementing security measures to prevent theft and loss
2. Developing clear and comprehensive policies and procedures for handling cash, inventory, and other valuable assets
3. Training staff in theft prevention techniques and creating a culture of awareness and accountability within the operation

Competency 5: The student will complete opening checklists by:

1. Conducting thorough inspections of the dining area and service stations to ensure cleanliness and readiness for service
2. Setting up necessary equipment and supplies, such as POS systems, cash registers, and condiment stations, following established protocols
3. Verifying inventory levels and restocking as needed to maintain efficient operations during service

Competency 6: The student will perform and understand table visits by:

1. Engaging with guests during their dining experience, ensuring their satisfaction and addressing any concerns or requests

2. Demonstrating knowledge of menu offerings, food, and beverage pairings, and providing recommendations to enhance the dining experience
3. Utilizing effective communication and interpersonal skills to build rapport with guests and promote a welcoming and attentive atmosphere

Competency 7: The student will maintain and demonstrate understanding of service times by:

1. Monitoring and managing table turnover rates, ensuring efficient service, and minimizing wait times for guests
2. Coordinating with kitchen staff to maintain timely food preparation and delivery, adhering to established service time standards
3. Adapting service strategies during peak periods to accommodate high volumes of guests while maintaining service quality and efficiency

Competency 8: The student will perform guest readiness checks by:

1. Conducting pre-service inspections of tables, ensuring proper setup, cleanliness, and availability of necessary supplies
2. Anticipating guest needs and proactively addressing any potential issues or deficiencies in the dining area
3. Collaborating with service staff to ensure seamless coordination and readiness for guest arrivals

Competency 9: The student will prepare and complete unit inspection forms by:

1. Conducting regular inspections of the dining area, service stations, and kitchen facilities to ensure compliance with health, safety, and sanitation regulations
2. Documenting and addressing any maintenance or cleanliness issues identified during inspections, following established protocols
3. Collaborating with management and maintenance staff to implement corrective actions and maintain a safe and sanitary operating environment

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Use quantitative analytical skills to evaluate and process numerical data
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Describe how natural systems function and recognize the impact of humans on the environment