

Course Outline

COURSE: HTM 203 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Spring 2018 **CURRICULUM APPROVAL DATE:** 03/27/2017

SHORT TITLE: REST BAQET OPER

LONG TITLE: Restaurant and Banquet Operations

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
1	18	Lecture:	1	18
		Lab:	0	0
		Other:	0	0
		Total:	1	18

COURSE DESCRIPTION:

This course prepares individuals for entry-level positions in restaurant and hospitality banquet operations. It covers front of the house service for all types of foodservice operations and prepares the student to take the ServSafe Responsible Alcohol Certification and the Food Handler Certification exams. This course has the option of a letter grade or pass/no pass.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

P - Pass/No Pass

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

05 - Hybrid

72 - Dist. Ed Internet Delayed

STUDENT LEARNING OUTCOMES:

1. Describe the role of a banquet server and demonstrate the skills and proper server etiquette necessary to be a banquet server in the hospitality business.

Measure: homework, role playing, quiz, discussion

PLO:

ILO: 7,2,1,4

GE-LO:

Anticipated Year of Assessment: 2017

2. Identify the skills and competencies required to handle food in a food service operation.

Measure: homework, quiz, discussion

PLO:

ILO: 7,2,1

GE-LO:

Anticipated Year of Assessment: 2017

3. Identify the roles and responsibilities of a server as it pertains to selling and serving alcohol.

Measure: homework, quiz, discussion, role playing

PLO:

ILO: 7,2,1,4

GE-LO:

Anticipated Year of Assessment: 2017

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date: 03/27/2017

9 Hours

Content: Banquet Server Training -

- 1) The Role of the Banquet Server
- 2) Banquet Server Etiquette
- 3) Handling Requests
- 4) Team System of Service
- 5) Pre-Event Preparation/Briefing
- 6) Table Set-Up/Standards
- 7) Napkin Folding
- 8) Tray Standards and Techniques of Carrying the Tray
- 9) Types of Food Service
- 10) Styles of Service
- 11) Sequence of Service

Student Performance Objectives (SPO): Identify and demonstrate the basic tasks and responsibilities of the banquet server. Describe and model the grooming and personal hygiene standards in banquet and restaurant operations. Identify strategies to successfully meet guest requests. Identify the necessary components of a pre-event meeting and describe the importance of this interaction. Demonstrate how to effectively set a table for a formal event and model various napkin folds used in banquet operations. Model effective techniques for loading and carrying a tray in a foodservice operation. Describe and outline the sequence of service used in a banquet operation.

3.5 Hours

Content: ServSafe Food Handler Training -

- 1) Basic Food Safety
- 2) Personal Hygiene
- 3) Cross-Contamination and Allergens
- 4) Time and Temperature

5) Cleaning and Sanitation

Student Performance Objectives (SPO): Outline the necessary standards for basic food safety. Identify the personal hygiene requirements when handling food and beverage in a business. Define cross-contamination and allergens in food and discuss how it impacts safe food practices. Explain what is meant by time and temperature as it relates to food. Discuss proper cleaning and sanitation practices and protocol required in a food and beverage establishment.

3.5 Hours

Content: ServSafe Alcohol Training -

- 1) Alcohol Law and Your Responsibility
- 2) Recognizing and Preventing Intoxication
- 3) Alcohol and the Body
- 4) Checking Identification
- 5) Handling Difficult Situations

Student Performance Objectives (SPO): Explain the responsibilities of a seller or server of alcohol in a hospitality operation. Identify ways to assess a guests level of intoxication. Identify the proper way of checking identification when verifying the age of an individual who is purchasing alcohol. Demonstrate effective strategies for handling intoxicated guests.

2 Hours

METHODS OF INSTRUCTION:

lecture, guest speakers, guided practice

METHODS OF EVALUATION:

Writing assignments

Percent of total grade: 0.00 %

Percent range of total grade: 0 % to 10 % Written Homework If this is a degree applicable course, but substantial writing assignments are NOT appropriate, indicate reason: Course primarily involves skill demonstration or problem solving

Problem-solving assignments

Percent of total grade: 20.00 %

Percent range of total grade: 20 % to 40 % Other: Case Studies, Role Playing

Objective examinations

Percent of total grade: 40.00 %

Percent range of total grade: 40 % to 50 % Multiple Choice True/False Matching Items

Other methods of evaluation

Percent of total grade: 20.00 %

Percent range of total grade: 20 % to 40 % Class Participation

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours: 18

Assignment Description: Out-of-Class Assignments: Read instructor provided handouts on each topic. Read and answer the questions from the instructor provided case studies. Come prepared to discuss in class. Visit a restaurant and analyze and evaluate the servers, table settings and styles of service. Write a 1-2 page paper on your findings and come prepared to discuss them with the class.

Required Outside Hours: 7

Assignment Description: Out-of-Class Assignments: Read related information in the ServSafe California Food Handler Guide. Complete ServSafe Practice Quiz on each specific topic. Read and answer the questions from the instructor provided case study. Come prepared to discuss in class.

Required Outside Hours: 7

REPRESENTATIVE TEXTBOOKS:

Required:

National Restaurant Association, ServSafe California Food Handler Guide, Boston: Pearson Education, 2015. Or other appropriate college level text.

Reading level of text, Grade: 10th Verified by: MS Word

Other textbooks or materials to be purchased by the student: ServSafe Fundamentals of Responsible Alcohol Service

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: C

Maximum Hours: 1

Minimum Hours: 1

Course Control Number: CCC000574929

Sports/Physical Education Course: N

Taxonomy of Program: 130710