

Montgomery County Community College
 CUL 272
 Front of the House Operations
 3-1-4

COURSE DESCRIPTION:

This course presents the principles of the front of the house operations within a restaurant. This hands-on course will instruct students on the various positions of the Front of the House (including servers, hosts, bussers, bartenders, bar backs, and managers). In this live learning lab, students will learn the fundamentals of table set-ups, styles of service, position responsibilities handling of monies, point of sales (POS) systems, reservations, and how to serve customers in a restaurant. Students will operate the front of the house portion of Hospitality Institute's restaurant in conjunction with CUL282 Restaurant Operations class.

REQUISITES:

CUL 105 Safety & Sanitation

COURSE COMMENT(S):

Students must wear the dining room uniform. Student must have current ServSafe Manager's Certification and or permission from the program coordinator.

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Describe the mechanics of proper table service as it pertains to American, English, Russian, French, and buffet service.	Lecture Lab Assigned Readings	Written Exam
2. Describe the importance of communication between the front and back of the house employees.	Lecture Lab Assigned Readings Case Studies	Written Exam Practical Exam Case Studies
3. Explain the various functions of dining service personnel (hosts, servers, bartenders, bar backs, bussers, front and back waiters, expeditors, managers).	Lecture Lab Assigned Readings	Written Exam Practical Exam

4. Perform the duties associated with a front and back server.	Lecture Lab Assigned Readings	Practical Exam
5. Apply sales techniques used in increasing the guest check average.	Lecture Lab Case Study	Practical Exam
6. Develop a guest service process when handling diverse guest experiences including individuals with disabilities, individuals with specific dietary needs, and guests who are unhappy.	Lecture Lab Assigned Readings Case Study	Written Exam Practical Exam Case Study
7. Analyze and assess the training procedures required when working with the dining room personnel.	Lecture Lab Assigned Readings	Written Exam Practical Exam
8. Determine the importance of using proper automated procedures when processing guest checks utilizing a POS system.	Lecture Lab Assigned Readings	Written Exam Practical Exam

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Director of Educational Effectiveness. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS:

1. Lecture/Lab: Course Introduction, Syllabus review, principles of remarkable service, review of service styles, Table set-up, Beverage Service (non-alcoholic drinks, tea, & coffee and alcoholic drinks)
2. Lecture/Lab: Dining Room set-up, floor plans, overview of FOH positions, Table set-up, POS Systems, Service Timing, Customer Touchpoints, Service practice
3. Lecture/Lab: Reservations & Waitlists, POS systems, Handling of Monies, Restaurant Service
4. Lecture/Lab: Beer, Wine, & Cocktail Service, Restaurant Service
5. Lecture/Lab: Banquet Service, Restaurant Service
6. Lecture/Lab: Customer Feedback/Complaints, Restaurant Service
7. Lecture/Lab: Upselling, Restaurant Service
8. Lab: Practical Exam

LEARNING MATERIALS:

Remarkable Service: The Culinary Institute of America 3rd edition
Wiley

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Joseph Jacques

Date: 10/2023

VPAA or designee Compliance Verification:

Date: 4/1/2024



This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.