CIP CODE AREA: 12.0504 (Restaurant, Culinary, and Catering Management/Manager)
COURSE LEVEL: Introductory
COURSE NUMBER: 1304
COURSE TITLE: Dining Room Service
CREDIT HOURS: 3 credit hours
PREREQUISITE: Departmental approval required

METHOD OF PRESENTATION:
1 hour and 50 minute lecture and discussion; 3 hour and 30 minute lab component

COURSE DESCRIPTION:
Introduces the principles, concepts, and systems of professional table service. Topics include dining room organization, scheduling, and management of food service personnel.

REQUIRED TEXTBOOKS/ MATERIALS:

- At Your Service, 2nd Edition, Wiley
  By CIA
  ISBM 978-0764557477

SCANS:

RESOURCES	INTERPERSONAL	INFORMATION	SYSTEMS
TECHNOLOGY	BASIC SKILLS	THINKING SKILLS	PERSONAL QUALITIES

COURSE RATIONALE:
This course is designed to demonstrate and explain professional dining room service operations to the Culinary student. IFWA 1217 is a foundational course for achieving the Associates of Science in Culinary Arts.

COURSE LEARNING OBJECTIVES

- Identify and utilize equipment and supplies used in table service
- Demonstrate the five types of table service and the serving sequence for each type of service
- Demonstrate proper dining room and side station for service
- Explain the relationship of wait staff to customers and their perception of the establishment
- Explain principles of dining room organization, scheduling, and management of food service personnel
- Demonstrate the ability to perform in a functioning dining room environment

LEARNING OUTCOMES
Upon completion of this course students will be able to:

- Gain an understanding of all aspects of table service.
- Understand how to plan and operate any type of special event
- Understand how to market your operation effectively to the customer using various means
- Create theft control policies
- Perform guest readiness checks, unit inspection forms, and complete opening checklists
- Communicate with guests via telephone/fax and resolve gust complaints
- Maintain lobby and/or waiting area, seat guests, and perform table visits

MEASUREMENT OF OUTCOMES
Student learning outcomes are analyzed and critiqued through written examination and practical examination. The student will have the opportunity to demonstrate the course learning objectives during these exams. Based upon their performance, they will receive a grade. The student will also partake in dining room service operations where they will

be evaluated weekly and critiqued. During these service times they will have the opportunity to practice skills and receive support and explanation from instructors.

COURSE POLICIES:

Attendance/Class Participation
Regular and punctual class and laboratory attendance is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class.

Withdrawal Policy
It is the responsibility of each student to ensure that his or her name is removed from the roll should he or she decide to withdraw from the class. The instructor does, however, reserve the right to drop a student should he or she feel it is necessary. If a student decides to withdraw, he or she should also verify that the withdrawal is submitted before the Final Withdrawal Date. The student is also strongly encouraged to retain their copy of the withdrawal form for their records.

Students who enroll for the third or subsequent time in a course taken since Fall, 2002, may be charged a higher tuition rate, for that course.

State law permits students to withdraw from no more than six courses during their entire undergraduate career at Texas public colleges or universities. With certain exceptions, all course withdrawals automatically count towards this limit. Details regarding this policy can be found in the ACC college catalog.

Incompletes
An instructor may award a grade of "I" (Incomplete) if a student was unable to complete all of the objectives for the passing grade in a course. An incomplete grade cannot be carried beyond the established date in the following semester. The completion date is determined by the instructor but may not be later than the final deadline for withdrawal in the subsequent semester.

Statement on Scholastic Dishonesty
A student attending ACC assumes responsibility for conduct compatible with the mission of the college as an educational institution. Students have the responsibility to submit coursework that is the result of their own thought, research, or self-expression. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, and falsifying documents. Penalties for scholastic dishonesty will depend upon the nature of the violation and may range from lowering a grade on one assignment to an "F" in the course and/or expulsion from the college. See the Student Standards of Conduct and Disciplinary Process and other policies at http://www.austincc.edu/current/needtoknow

Student Rights and Responsibilities
Students at the college have the rights accorded by the U.S. Constitution to freedom of speech, peaceful assembly, petition, and association. These rights carry with them the responsibility to accord the same rights to others in the college community and not to interfere with or disrupt the educational process. Opportunity for students to examine and question pertinent data and assumptions of a given discipline, guided by the evidence of scholarly research, is appropriate in a learning environment. This concept is accompanied by an equally demanding concept of responsibility on the part of the student. As willing partners in learning, students must comply with college rules and procedures.

Statement on Students with Disabilities
Each ACC campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through the Office for Students with Disabilities (OSD). Students are encouraged to request accommodations when they register for courses or at least three weeks before the start of the semester, otherwise the provision of accommodations may be delayed.

Students who have received approval for accommodations from OSD for this course must provide the instructor with the 'Notice of Approved Accommodations' from OSD before accommodations will be provided. Arrangements for academic accommodations can only be made after the instructor receives the 'Notice of Approved Accommodations' from the student.

Students with approved accommodations are encouraged to submit the 'Notice of Approved Accommodations' to the instructor at the beginning of the semester because a reasonable amount of time may be needed to prepare and arrange for the accommodations.

Additional information about the Office for Students with Disabilities is available at
http://www.austincc.edu/support/osd/

Safety Statement
Austin Community College is committed to providing a safe and healthy environment for study and work. You are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Additional information on these can be found at http://www.austincc.edu/ehs. Because some health and safety circumstances are beyond our control, we ask that you become familiar with the Emergency Procedures poster and Campus Safety Plan map in each classroom. Additional information about emergency procedures and how to sign up for ACC Emergency Alerts to be notified in the event of a serious emergency can be found at http://www.austincc.edu/emergency/.

Please note, you are expected to conduct yourself professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual will be dismissed from the day's activity, may be withdrawn from the class, and/or barred from attending future activities.

Use of ACC email
All College e-mail communication to students will be sent solely to the student's ACCmail account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify you of any college related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Instructions for activating an ACCmail account can be found at http://www.austincc.edu/accmail/index.php.

Testing Center Policy
Under certain circumstances, an instructor may have students take an examination in a testing center. Students using the Academic Testing Center must govern themselves according to the Student Guide for Use of ACC Testing Centers and should read the entire guide before going to take the exam. To request an exam, one must have:

• ACC Photo ID
• Course Abbreviation (e.g., ENGL)
• Course Number (e.g.,1301)
• Course Synonym (e.g., 10123)
• Course Section (e.g., 005)
• Instructor's Name

Do NOT bring cell phones to the Testing Center. Having your cell phone in the testing room, regardless of whether it is on or off, will revoke your testing privileges for the remainder of the semester. ACC Testing Center policies can be found at http://www.austincc.edu/testctr/

Student and Instructional Services
ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these services and support systems is available at: http://www.austincc.edu/s4/

Links to many student services and other information can be found at: http://www.austincc.edu/current/

ACC Learning Labs provide free tutoring services to all ACC students currently enrolled in the course to be tutored. The tutor schedule for each Learning Lab may be found at: http://www.autincc.edu/tutor/students/tutoring.php

For help setting up your ACCeID, ACC Gmail, or ACC Blackboard, see a Learning Lab Technician at any ACC Learning Lab.