

**ODESSA COLLEGE  
OCCUPATIONAL AND TECHNICAL STUDIES DIVISION  
CULINARY ARTS DEPARTMENT**

**201 West University  
Odessa, Texas 79764**

**COURSE SYLLABUS**

**COURSE NUMBER** : RSTO 1204

**COURSE TITLE** : Dining Room Management

**CREDIT HOURS** : 2  
[Lecture hours: 32, Laboratory hours: 0]

**PREREQUISITES** : NONE

**COREQUISITES** : NONE

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

**TEXTBOOK:** **Professional Table Service**  
Sylvia Meyer, Edy Schmid, Christel Spühler, wiley

**LEARNING OUTCOMES:**

At the conclusion of this course the student will be able to:

1. Identify and correctly utilize the equipment, implements and supplies used in table service.
2. Identify the five basic types of table service and explain the serving sequences for each type of service.
3. Demonstrate the correct pattern for taking guest orders for service.
4. Explain the concepts of dining room organization and management concepts.
5. Describe the dining room hierarchy as it pertains to organization and assignment of work stations, scheduling for work and evaluating the performance of serving staff.
6. Demonstrate the correct method for taking cash and credit cards; reconciliation of cash drawer with receipts, and preparation of cash reports.
7. Summarize the importance of lifestyles, the contradictions in lifestyles and their significant impact on an individual's well being and nutritional choices.

**COURSE REQUIREMENTS:**

See Instructor Information Sheet for specific course requirements.

**METHOD OF EVALUATION:**

See Instructor Information Sheet for specific course requirements.

**ATTENDANCE POLICY:**

Your attendance is the greatest predictor of your success. **Student attendance at EVERY class is expected.** You should expect that each absence will adversely affect your course grade. Please see the instructor regarding anticipated absences or conflicts due to college sponsored activities.

**ACADEMIC ETHICS:**

You will be provided with a weekly reading schedule and it is your responsibility to read assigned chapters prior to the next class meeting. Quizzes and examinations will be based on reading assignments, class lectures and discussions.

**STUDENT ASSISTANCE:**

The following resources are available to assist you in successful completion of this course:

- A. **Tutoring Center Services** – call 335-6878 or stop by LRC 301
  - 1. Peer Tutoring Available

**SPECIAL NEEDS:**

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please contact your instructor to discuss your concerns. You may also call the Office of Disability Services at 432-335-6861 to request assistance and accommodations.

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CULINARY ARTS**

**201 West University  
Odessa, Texas 79764**

**INSTRUCTOR** : Paul Porras  
**Office Phone** : 335-6320  
**Laboratory Phone** : 335-6324  
**E-Mail** : pporras@odessa.edu

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**ALL STUDENTS ARE EXPECTED TO:**

1. Take all of the course quizzes and the comprehensive examination.
2. Complete course reading assignments.
3. Attend all class sessions.

**METHOD OF EVALUATION**

**GRADING CRITERIA:**

- |                              |     |
|------------------------------|-----|
| 1. Comprehensive Examination | 40% |
| 2. Attendance                | 20% |
| 3. Homework                  | 20% |
| 4. Class Participation       | 20% |

**COURSE REQUIREMENT DEADLINES:**

Credit will be given for ONLY those quizzes and the comprehensive examination completed on assigned days, unless you make **prior** arrangement with the instructor.

**ATTENDANCE POLICY:**

See policy in the **COURSE SYLLABUS**

Note: Students who leave class early will not receive full credit for WORK ETHICS for that class period.

**ACADEMIC ETHICS:**

See policy in the **COURSE SYLLABUS**

**IMPORTANT NOTE TO STUDENTS:**

It is the policy of this instructor to help you complete this course. If you believe that you cannot complete this class due to medical, family, financial, social, job related or other problems or conflicts, you should see your instructor to discuss your options **PRIOR TO THE FINAL DROP DATE.**

**COURSE OUTLINE**

WEEK 1: a) The Service Profession.

b) Equipment and Materials.

c) Preparatory Work in the Waiters' Pantry and Dining Room.

WEEK 2: a)The Bar.

b) Service Organization.

c)The Menu.

d) Mise en Place.

WEEK 3: a)Service Rules

b) Service Techniques

c) Service Styles

WEEK 4: a)Breakfast.

b)Banquets and Functions.

c)Our Guests.

WEEK 5: a)Sales Techniques.

b) Cost Control.

c) Methods of Payment.

d) Working at the Guest Table.

WEEK 6: a)The Study of Beverages.

b)The Art of Cooking.

c) Wine Lexicon.