

Course: CULA 123 Table Service
Department: Culinary Arts
Course Description: Table Service

This course prepares student to set a table according to various styles: American, English, French, and banquet service. Students develop interpersonal skills to interact effectively with customer and coworkers. Emphasis is placed on setting attractive table, creating centerpieces, various napkin folds, and table applications with a focus on design and comfort. One lecture and four laboratory hours per week. Note: It is recommended that students should have successfully tested out of or completed Preparing for College Reading II (ENGL 092) and Fundamentals of Mathematics (MATH 010) before enrolling in this course.

COURSE OUTCOMES	OUTCOMES ACTIVITIES	ASSESSMENT TOOLS
Upon successful completion of this course student should:	To achieve these outcomes students may engage in the following activities:	Student learning may be assessed by:
1. Carryout the many styles of table service from classic to modern including international styles (WC, OC, IL, CCT, CE, IG, GL)	Reading assignment will be due for specific Chapters in their Customer Service Books Serving in American Style with a fusion of French, English, Butler, Russian, Synchronized and Gueridon styles throughout the semester.	Students will be tested on specific front of the house and customer service procedures using their newly learned serving skills. Quizzes
2. Comprehend and display the knowledge of Dining Room organization (WC, OC, IL, CCT, CE, IG)	Reading assignment will be due for specific Chapters in their Customer Service Books Lecture of customer service topics and trends Student will be assigned various tasks for each week including but not limited to: Napkin folder Server Centerpiece Maitre D' Pantry Steward	Instructor will evaluate daily practical experience that is performed by the individual. Students will be critiqued in the following areas: Lab Performance Professionalism Utilization of Learned Skills Uniform
3. Offer proper Customer Service and Satisfaction (WC, OC, IL, CCT, CE, IG)	Reading assignment will be due for specific Chapters in their Customer Service Books Lecture of customer service topics and trends	Instructor will evaluate daily practical experience that is performed by the individual. Students will be critiqued in the following areas:

		Customer Service Presentation
4. Recognize and fabricate professional table decor and napkin folding techniques (OC, IL, CCT)	<p>Reading assignment will be due for specific Chapters in their Customer Service Books</p> <p>Student will become aware of front of the house management and dining room trends through practical experience</p>	<p>Instructor will evaluate daily practical experience that is performed by the individual.</p> <p>Students will be critiqued in the following areas:</p> <ul style="list-style-type: none"> Utilization of Learned Skills Centerpiece Creations Napkin Folding <p>Quizzes</p>
5. Master proper safety procedures and skills in the dining room (WC, OC, IL, CCT, CE, IG)	<p>Reading assignment will be due for specific Chapters in their Customer Service Books.</p>	<p>Instructor will evaluate daily practical experience that is performed by the individual.</p> <p>Students will be critiqued in the following areas:</p> <ul style="list-style-type: none"> Safety Sanitation <p>Students will take the National Restaurant Association Education Foundation; Manage First Certification in Customer Service.</p>

This course includes the following core competencies: Written Communication – WC; Oral Communication – OC; Information Literacy – IL; Critical and Creative Thinking – CCT; Civic Engagement – CE; Integrative Learning – IG; Global Learning – GL