

Global Learning Semesters

Course Syllabus

Course: CATR-239E Dining Room Operations

Department: Hospitality and Tourism

Host Institution: Intercollege, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
CATR-239E	Dining Room Operations	3
Semester Offered	Contact Hours	Prerequisites
Please contact us	42-45	Sophomore Standing
Department	Level of Course	Language of Instruction
Hospitality and Tourism	Lower Division	English

Course Description

The course aims to enable the student to get a broad understanding of the Food and Beverage Service, including the various styles of table service, professional standards of performance for dining room personnel. In addition, the course will help the student to develop guest relations skills including order taking, cash handling and merchandising. Further more issues related to the control of revenue, personnel, menus and the facility will be explored providing the opportunity to analyze the operation of the restaurant.

Prerequisites

Sophomore Standing

Topic Areas

1. Introduction.
2. Food service industry.
3. Food and Beverage Service Methods.
4. Food and Beverage Service Personnel.
5. Basic technical skills.
6. Preparation of Service.
7. Accompaniments and covers.
8. Taking Bookings.
9. The order of service.
10. 'Mise en place' for different types of service.
11. Order taking.
12. Payment methods and cash handling.
13. Flambé dishes.
14. Basics of supervision.
15. Quality service standards.
16. Professional Standards of performance.
17. Control in the dining room and dining room operation.
18. Merchandising and sales promotion.
19. Motivation and training.

Readings and Resources

Required Textbook

- P.R. Lillicrap, J. Cousins and R. Smith, Food and Beverage Service, Edward Arnold, 1996, (ISBN 0-340-705-310).
- Lecturer's Notes.