

**Dining Room Operations**  
**HMG T 2305**  
**Fall 2017**

**Instructor: Professor Goodlad**  
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**Office: N200**  
**Office Hours: Tuesday 1:00pm-2:00pm**  
**Thursday 12:30pm-1:30pm**

**Class Number: D4448**  
**Day: Thursday**  
**Location: N402**  
**Time: 10:00am-11:15am**  
**Class Hours: 1.5 hours**  
**Credits: 3**

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**COURSE DESCRIPTION:**

Procedural, customer and staff perspectives involved in the provision of quality service as practiced in a dining room laboratory. Student rotation through dining room service positions with emphasis on responsibilities of planning, producing and evaluating service. Practice of proper safety and sanitation methods. Critique of restaurant service.

**COURSE OBJECTIVES:**

Upon completion of HMG T 2305, students will be able to:

- a. Define and explain proper menu terminology
- b. Identify and execute tabletop presentations
- c. Name and describe equipment necessary for all styles of service
- d. Discuss, practice and apply training techniques
- e. Discuss, practice and apply customer service techniques
- f. Analyze service standards

**STUDENT LEARNING OUTCOMES AND ASSESSMENT:**

Student Learning Outcomes	Method of Assessment
a.Synthesize menu terminology used in the laboratory and in written communication (HMG T: Knowledge, Gen Ed: Integration)	Laboratory performance, weekly restaurant review reaction memo, service analysis, final practical
b.Demonstrate the ability to identify and execute tabletop presentations (HMG T: Skill)	Laboratory performance, service analysis, final practical
c.Demonstrate the ability to name and describe equipment necessary for all styles of service (HMG T: Skill)	Laboratory performance, service analysis, written assignments, final practical
d.Comprehend training standards and implement training techniques (HMG T: Skill; Gen Ed: Skill)	Laboratory performance, written assignments, final practical
e.Comprehend customer service standards and implement customer service techniques (HMG T: Skill; Gen Ed: Skill)	Laboratory performance, weekly restaurant review reaction memo, written assignments, final practical
f. Gather, interpret, evaluate and apply information about service standards executed and experienced (HMG T Skill; Gen Ed, Integration)	Laboratory performance, weekly restaurant review reaction memo, service analysis, written assignments, final practical

#### 4. Grading System

Class participation/complete uniform	20%
Self-awareness exercise/action plan	15%
Weekly restaurant review reaction memo	15%
Service analysis	20%
Written assignments	15%
Final practical	<u>15%</u>
TOTAL	100%

#### Detailed Description of the HMGT2305 Assessment Strategy

**35 points** *Class Performance/Self Awareness Exercise:* It is expected that you attend class in proper uniform and participate in a manner beneficial to the learning environment. Your grade will be assessed as follows:

- Class attendance and participation in complete and proper uniform
- Performance as personally reflected in the self-awareness exercise
- The implementation of the four strategies for success
- Appropriate use of dining room terms
- Improvement of service skills throughout the semester

**15 points** *Weekly Restaurant Review Reaction:* It is expected that you read the New York Times restaurant review every Wednesday and submit a reaction in the form of a memo the following class meeting. Your grade will be assessed as follows:

- Timely submission of reaction
- Participation in class discussion
- Use of specific and relevant examples as to why you would/would not dine in the reviewed restaurant

**20 points** *Service Analysis:* Dine in a New York City restaurant known for impeccable service and review your experience. Using a specific guideline, you will incorporate the four points of judging a dining experience: food, service, ambiance and price/value. Your grade will be assessed as follows:

- Proper use of restaurant review format
- Effective analysis of the service quality
- Use of descriptive language to communicate your dining experience
- Thorough research of the selected restaurant

**15 points** *Lecture Assignments:* Utilizing the text as a foundation, two (2) memos will be assigned covering service themes. Your grade will be assessed as follows:

- Proper use of memo format/organization
- Proper use of business style of writing to convey your thoughts and ideas

**15 points** *Service Practical:* The final analysis will be a compilation of the strategies and techniques learned throughout the semester. Your grade will be assessed as follows:

- Reflection and execution of techniques learned and utilized during service
- Proper use of examples as support for the techniques exercised

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**Point Scale:**

A 93-100 points	A- 90-92.9 points	
B+ 87-89.9 points	B 83-86.9 points	B- 80-82.9 points
C+ 77-79.9 points	C 70-76.9 points	
D 60-69.9 points		
F 59.9 –0 points		

**Prerequisites:** HMGT 1105, HMGT 1202

**Required Text:**

Strianese, A. J. and Strianese, P. (2008). *Dining room and banquet management*, (4<sup>th</sup> ed). New York, NY: Thomas Delmar Learning

Gisslen, W. (2015). *Professional cooking*. (8<sup>th</sup> ed). New York, NY: John Wiley & Sons

Herbst, S. (2015). *The Deluxe Food lover's companion*. (2<sup>th</sup> ed). New York, NY: Barron's Educational Series

**Recommended Readings:**

National Restaurant Association. (n.d.). *Home*. Retrieved from [www.restaurant.org](http://www.restaurant.org)

Kakuzo, O. (2013). *The book of tea*. New York: Empire Books.

OSHA. (n.d.). *Teen worker safety in restaurants: service*. Retrieved from Department of Labor: [http://www.osha.gov/SLTC/youth/restaurant/strains\\_serving.html](http://www.osha.gov/SLTC/youth/restaurant/strains_serving.html)

Pendergrast, M. (2010). *Uncommon grounds: the history of coffee and how it transformed our world*. New York, NY: Basic Books.

Post, P., Post, A., Post, L., & Post Senning, D. (2011). *Emily Post's etiquette*. New York: Harper Collins.

Sante. (n.d.). *isante*. Retrieved from [www.isantemagazine.com](http://www.isantemagazine.com)

St. John, B. (2003). The server's art. *Wine and Spirits*, 96.

Zraly, K. (2013). *Windows on the world complete wine course*. New York: Sperling Epicure.

### Course Procedures

Using a simulation format, you are part of an evolving process in which the classroom is a service delivery laboratory designed as a series of applied management scenarios.

Lab sessions are designed to provide maximum weekly understanding of the basics of quality service through:

1. illustration of customer relations skills
2. practice of standard procedures on a rotation schedule
3. development of team work strategy
4. knowledge of menu through communication and research
5. appropriate use of critical thinking skills
6. application of problem solving skills
7. daily performance self-awareness review

### Course Materials

- Two uniforms are required; it is the student's responsibility to be dressed appropriately for each scheduled weekly lab meeting.
- Operations manual (OM): Due the second lecture. Prepare, a personalized, plastic covered, 2" or 2 1/2" thick, 3 ring binder, labeled with your name clearly on the front and, corresponding table of contents with tabbed sections for:
  - calendar
  - lab rotation and menus: DR, culinary, baking, pastry
  - course syllabus followed by handouts
  - training manual
  - class notes/briefing "menu" worksheets, DR "jargon"
  - memos/service analysis drafts/abstracts
  - weekly current analyzed restaurant reviews
  - weekly self-awareness exercise
- Use your OM as a tool to review and analyze your weekly performance contribution. Observe service delivery challenges; take notes and record how problems are solved and plans of action formed.
- Your OM will be viewed for completeness at midpoint and final class meetings.
- You will lose *10 points* from the entire term's work if your OM is incomplete or missing in the final class.

**PROFESSIONALISM AND PARTICIPATION**

The Department of Hospitality Management follows industry standards in order to educate, develop and mentor future hospitality and tourism professionals. In order to successfully complete a course, students must consistently participate in class and meet deadlines.

*The Above Policy Is Strictly Enforced.*

**Student Responsibilities:**

- Be on time and prepared daily!
- Hone a ‘service attitude’.
- Be courteous and respectful of all classmates.
- Complete all assignments in a timely manner.
- Proofread all written work.
- Be neat, accurate, and thorough – details count.
- Integrate information from related coursework.
- Implement the four strategies for success: *Smile Factor-Menu Knowledge*  
*Standard Operating Procedures-Team Work*

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**MISSION STATEMENT**

The mission of the hospitality management department of New York City College of Technology is to provide students with a hospitality career education that integrates applied management practices and theory with liberal arts and sciences. To fulfill its mission the department will:

- offer a comprehensive applied management curriculum;
- provide students with the necessary professional and communications skills for successful careers;
- foster an understanding of social responsibility through involvement in community service.

**NYC COLLEGE OF TECHNOLOGY POLICY ON ACADEMIC INTEGRITY**

Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion. The complete text of the College policy on Academic Integrity may be found in the catalog.

**STATEMENT ON PLAGIARISM**

As stated in the college catalog, “plagiarism is the act of presenting another person’s ideas, research, or writings as your own.” Plagiarism will not be tolerated.

**STATEMENT OF CLASSROOM BEHAVIOR**

Each student has the right to study and learn in a comfortable, safe, supportive environment that promotes self-esteem--- free of fear, humiliation, intimidation, offensive or suggestive language.

**USE OF ELECTRONIC DEVICES**

As stated in the Student Handbook, the use of cellular phones and audio equipment in all academic and study areas of the college are prohibited. Cellular phones, beepers, pagers, iPods, etc. must be turned off during class sessions. Students are not permitted to take calls or text message during class or to leave the classroom during scheduled class time to conduct a conversation. Students may not use their cell phones as calculators.

**ORAL PRESENTATION STYLE STATEMENT:**

The hospitality management department has developed a standardized format for all oral presentations. Refer to oral presentation rating form and *Effective Speaking Guidelines*.

**WRITING STYLE STATEMENT**

The hospitality management department has developed a standardized format for all written assignments. Written work must be prepared using APA Style Publication Manual of the American Psychological Association, 5<sup>th</sup> edition as a reference guide. All editorial formats, abbreviations, use of statistics, graphs, citations and references must conform to APA style. Footnotes are not permissible. Visit the City Tech Library website for APA Style Guides.

Unless otherwise instructed, all papers are to be simply bound with a staple in the upper left-hand corner. No report covers are to be used. All papers must be computer generated, double-spaced on white bond or computer paper (8½ " x 11" with no holes), standard margins (1" top x 1" bottom x 1" left x 1" right), Courier or Times Roman typeface, 12 points. Correct spelling, sentence structure and grammatical construction are expected. Proofreading is a given!

Standard title (cover) page must include assignment name centered on the title page; one double space below, type student’s name; one double space below, type course title / section number; one double space below, type instructor’s name; one double space below, type due date; all entries are centered under assignment name. Exceptions to standardized format: Memoranda follow a standard memo format. Internship reports must be spiral bound.

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<u>Week #</u>	<u>Date</u>	<u>Lecture Topic</u>	<u>Reading Assignment</u>	<u>Assignment Due</u>
1	Thurs 8/31	Restaurant Safety Practices Sanitation	NYTimes, Dining In/Out Chpt 2& 4	
2	Thurs 9/7	Business Writing Techniques/WAC  <i><b>Memo #1 scenario</b></i>	NYTimes, Dining In/Out Chpt 3& 8	
3	Thurs 9/14	Coffee Seminar	NYTimes, Dining In/Out Chpt. 2 & 4	<b>MEMO #1 DUE</b>
4	Thurs 9/19	Banquet and Private Dining  <i><b>Memo #2 scenario</b></i>	NYTimes, Dining In/Out Chpt 12,13	
5	Thurs 9/28	Wine Seminar	NYTimes, Dining In/Out PPt	<b>MEMO #2 DUE</b>
6	Thurs 10/5	Service Analysis Creative Writing Assignment	NYTimes, Dining In/Out Chpt 1	
7	Thurs 10/12	Suggestive Selling	NYTimes, Dining In/Out Chpt 6	
8	Thurs 10/19	Restaurant Reviews* A discussion about language	NYTimes, Dining In/Out Chpt 9	
9	Thurs 10/26	Dining Room Terms	NYTimes, Dining In/Out Chpt. 7	Rough Draft of Service Analysis Due
10	Thurs 11/2	Preparation for Final Scenario	NYTimes, Dining In/Out	
11	Thurs 11/9	Managing Emergency Situations	NYTimes, Dining In/Out Chpt 10&11	Service Analysis Due
12	Thurs 11/16	Leadership in Dining Room Operations	NYTimes, Dining In/Out Chpt. 9	
13	Thurs 11/30	Keeping a great team Employee Retention and Development	NYTimes, Dining In/Out	
14	Thurs 12/7	Industry Trends Reservations	NYTimes, Dining In/Out	
15	Thurs 12/14	Forecast		