



Bergen Community College
Division of Business, Arts, and Social Sciences
Department of Business & Hotel/Restaurant Management

HRM 205 Restaurant Service Management

Date of Most Recent Syllabus Revision: April, 2018

Course Typically Offered: Fall ___ Spring ___ Summer ___ **Every Semester** ___ Other ___

Syllabus last reviewed by: BCC General Education Committee ___ Date: ___

(Most courses need review Ad Hoc Committee on Learning Assessment ___ Date: ___

by only one of the following) **Curriculum Committee:** ___ Date: Dec., 2017

Basic Information about Course and Instructor

Semester and year:

Course and Section Number: Restaurant Service Management HRM 205

Meeting Times and Locations:

Instructor:

Email Address:

Office Location:

Phone:

Departmental Secretary: Linda Karalian, 201-447-7214, lkaralian@bergen.edu

Office Hours:

Course Description:

Official Catalog Course Description

This dining room service laboratory course introduces the principles and techniques of waiting tables and doing table set-ups, and the course includes an analysis of the service management responsibilities associated with the operation of restaurants.

Hours: Lecture [1.00]. Laboratory [4.00].

3 credits

Prerequisites: None
Co-requisites: None
Cross Listed Courses: None

Student Learning Objectives:

As a result of meeting the requirements in this course, students will be able to:

1. Apply the principles of dining room organization, scheduling and restaurant management skills
2. Prepare beverages to ensure high quality and correctly portioned products
3. Develop food and beverage service standards, systems and table layouts necessary to manage a dining room for various types of events
4. Complete the steps of service while practicing sales techniques for food and beverage service personnel during dining room service
5. Handle special requests and resolve guest complaints

Means of Assessment

The major assessment types (means of assessment) utilized in this course are graded class participation, practical work, tests and homework (individual).

Note: Assignments that are due by electronic submission are still due at the beginning of the scheduled class even if you are not present in class. A 5% per business day reduction will occur for late work submission, unless you had received an excused extension from your instructor before the assigned due date. (Ex. Monday to Tuesday = 1 business day)

Course Content

This course serves as an introduction to the concepts and systems of professional table service. Topics include dining room organization, scheduling, and management of food service personnel. This course introduces students to proper dining room and side station preparation for service in a restaurant setting. Additionally, the course serves to prepare students to effectively generate sales to the guests using various means. The course includes the following mandatory components:

1. Daily planning, preparation and delivery of dining room service in a student-run restaurant
2. Fulfilling the responsibilities of various dining room positions on a rotating basis
3. Comparing and contrasting different types of service

Course Outline and Calendar

Week	Date(s)	Topic
1		Introduction to Table Service & Dining Room Procedures
2		Practical Dining Room Service Management I
3		Practical Dining Room Service Management II
4		Practical Dining Room Service Management III
5		Practical Dining Room Service Management IV
6		Practical Dining Room Service Management V
7		Practical Dining Room Service Management VI
8		Practical Dining Room Service Management VII
9		Practical Dining Room Service Management VIII
10		Practical Dining Room Service Management IX
11		Practical Dining Room Service Management X
12		Practical Dining Room Service Management XI
13		Practical Dining Room Service Management XII
14		Practical Dining Room Service Management XIII
15		Final Examination & Closing Responsibilities

Notes to Students:

- 1 - Syllabus may change due to unforeseen circumstances or to take advantage of educational opportunities.
- 2 – Your instructor will update you on assignments and tests, as well as other information pertinent to the course. Please continually log on to Moodle for announcements, reminders and updates.
- 3 – Please log on to Moodle for handouts that are not distributed in hard copy form. Please also check your Bergen Community College e-mails (You may decide to filter your Bergen e-mail into your personal e-mail address).

Special Features of the Course

The use of learning technologies in the course (Internet, PowerPoint, Prezi, Moodle, etc.) is necessary to help you succeed in this course and in the industry.

Course Texts and/or Other Study Materials

Required

Sanders, E. & Giannasio, M. (2018). *Professional Server, The: A Training Manual, 3rd Edition*. New York: Pearson.

Required Dress Code

- Long-sleeved black button-down long-sleeved dress shirt;
- Long black necktie;
- Black trousers (No jeans, courderoys, or denims);
- Black or brown belt;
- Black socks;
- Black shoes (Shoes must give a shine; thick soles are fine, but no sneakers, boots, or moccasins)

Note:

1 – All clothing must be ironed, shirts tucked in, and shoes given a clean shine.

2 – Although you are not mandated to purchase from any one particular shop, there are discounts for educational purposes at Uniform Fashions shop in Hackensack. I included a current price list on the back page of this syllabus.

3 – When enrollment and student attendance permit, I will assign a Student Manager of the Day. Student Manager has more discretion in dress (Men: Jacket & tie, slacks; Women: Business attire)

Grading Policy

The grading system used for this course will combine the following

Daily Class Performance	60%
Assignments	20%
Practical Tests	10%
Final Examination	<u>10%</u>
	100%

Attendance Policy

1. Attendance will be taken at the beginning and end of each class session
2. You are required to attend 14 out of 15 classes, or you may be required to repeat the course again. Absences require an official doctor's note of other formal documentation.
3. Lateness that exceeds 10 minutes will be counted as an absence
4. 2 latenesses that are less than 10 minutes each equal 1 absence. You must notify the instructor when you arrive late. Otherwise you will be marked absent.
5. There are no make-up examinations.

Daily Class Performance

Class participation by students (including regular and timely attendance and active engagement in practical table service) is an essential part of this course. I expect you to participate actively and constructively in our class sessions in ways that show respect and courtesy to me and to your classmates. You are required to participate actively in our discussions and other class activities. (You are also free to generate online discussions in the Moodle Forum. Such online discussions are not required. They are completely up to you and other members of the class. Online discussion activity will not affect your grade one way or another.)

"Plus" behaviors: To earn points for class participation, you must (1) attend class regularly and on time and not leave early; (2) be well-prepared for class by being properly attired, doing all assigned work and other out-of-class assignments ahead of time; (3) participate voluntarily, actively, intelligently, and constructively in class; (4) fulfill all in-class assignments; (5) show a positive and serious attitude toward the course; and (6) utilize frequently and actively the materials and facilities on the Moodle site as applicable.

"Minus" behaviors: Behaviors such as the following will result in your losing points for class participation: (1) being absent from or late for class; (2) leaving class early; (3) continually walking out of and coming back into class; (4) not being properly attired; (5) being inattentive in class; (6) behaving inappropriately in class (e.g., acting silly; conducting private conversations during class activities; utilizing cell phones, headphones, and other distracting devices in class; eating, drinking, or chewing gum in class; defacing classroom furniture; etc.); (7) being impolite, rude, or discourteous to me or to your classmates; (8) not being adequately prepared for class; (9) showing a negative or frivolous attitude toward the course; (10) Not utilizing the materials and facilities as requested for the course.

Other College Policy Statements

Code of Student Conduct:

http://bergen.edu/wp-content/uploads/StudentCodeofConduct2016_EngVer12062016.pdf

Statement on plagiarism and/or academic dishonesty:

Please read pages 8 – 9 in the above link. Students are not excused from the penalties for not being aware of or for not having read the policies set forth regarding plagiarism and other forms of academic dishonesty.

ADA Statement:

Students who require accommodations in accordance with the Americans with Disabilities Act (ADA) can request these services from the Office of Specialized Services. To learn more about how to apply for services, please visit <http://www.bergen.edu/oss>.

Note: Those who have completed the OSS paperwork and received accommodations during previous semesters might not be automatically eligible in subsequent semesters in every case.