

Course Outline
HRMT 103
Dining Room Management
3 credits

The Community College of Baltimore County

I. General Course Description

Dining Room Management

Covers the various types of table service, dining room organization and table settings; examines responsibilities of dining room personnel, customer service and up-selling, bartending, wine service and tableside cooking.

II. General Course Objectives

When the student completes the course, he/she will be able to:

- A. Explain and use the correct flatware placement for a dining room table
- B. Identify the various flatware used in a dining room.
- C. Explain the correct glassware placement for a dining room table.
- D. Identify the various glassware used in a dining room.
- E. Demonstrate the correct folding and placement of linen for a formal dining room setting.
- F. Explain the correct china placement for a formal and informal dining room setting.
- G. Identify the correct china items used for a formal and informal dining room setting.
- H. Discuss how to properly greet guests in a dining room setting.
- I. Develop an organizational chart for a front of the house operation.
- J. Understand the proper procedure for service wine, coffee, and other beverages.
- K. Demonstrate proper sanitation procedures used in a dining room.
- L. Discuss various techniques for up-selling food and beverage items.
- M. Develop a labor schedule for a front of the house operation.

III. Major Topics

- A. The dining room operations and procedures.
- B. Supervision of dining room employees.
- C. The proper equipment and settings for formal dining rooms.
- D. Planning and scheduling labor for front of the house employees.
- E. The proper service and presentation of wine and other alcoholic beverages in formal and informal dining setting.
- F. Customer service in techniques and the art of up-selling for dining room employees.

IV. Course Requirements

Specific assignments and procedures for evaluating student performance in this course will be described in the individual class syllabus. However, all students will:

- A. Participate actively in class activities.
- B. Respond to required reading and homework assignments of, which will include information from policy and procedures manuals, used in industry.
- C. Successfully complete a minimum of two exams that demonstrate a mastery of the major concepts in the course.
- D. Successfully complete appropriate skill assessment
- E. Present/participate in individual or group presentations and serve a meal for up to 50 guest.