**PROFESSIONAL DINING ROOM SERVICE. CA 1140- 001**

***“There is no magic in magic…magic is in the details.”    Walt Disney***

Spring 2024- B1 Hybrid – (online and in person)

Instructor: Cody Thatcher

Office: EC 007c (UCCU Center / Restaurant Forte) Office Hours: By Appointment

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**Course Outline:**

The goal of the service portion of this class is to educate future servers, supervisors and managers in the techniques and demeanor of professional service.

**Rationale:**

This course is designed for Culinary Arts Majors and serves as an elective credit for other business majors.

**Course learning Outcomes and Objectives:**

1. Identify and utilize equipment and supplies used in table service
2. Specify the five types of table service and the serving sequence for each type of service
3. Properly prepare dining room for service
4. Understand the importance of excellent service to a successful operation.
5. Understand proper table setting, table service and table clearing techniques.
6. Be able to exceed the needs of guests
7. Understand dining room sales techniques
8. Apply the rules of etiquette as they relate to Front of House service.
9. Be able to understand and use industry related jargon and grammar
10. Develop an ease of communication with guests in person and via telephone.
11. Employ principles of Front of House organization for special event catering

**COURSE REQUIREMENTS**

**Evaluation System:**

The evaluation system is as follows:

Week #1 (in person) 40 points

Restaurant Forte Waiter (in person lab) 200 points (see sign-up on Canvas)

Special Event (in person lab) 100 points (see sign up on Canvas)

Utah Alcohol Certification 50 points (online)

Research Paper 50 points (submit hard copy – in person)

Barista Training (in person lab) 20 points extra credit ( Sign up on Canvas)

Event Final (in person lab) 200 points (TBD)

**Grading:**

* From 640 to 576 points = ‘A’ range (Excellent)
* From 575 to 512 points = ‘B’ range (Good)
* From 511 to 448 points = ‘C’ range (Average)
* Below 448 points is considered below average and the course will need to be taken over.

100-95   A            89-87     B+          79-77     C+          69-67     D+

94-90     A-          86-84     B            76-74     C            66-64     D

                             83-80     B-          73-70     C-        63-60     D-

***\* Attendance is mandatory for all students to receive potential full grade. If you are more than 15 minutes late for any in person lab, you will be considered absent and will forfeit your grade for the day. If you leave before the end of the in person labs, (without prior instructor approval) you will be considered absent and forfeit your grade for the day. A no-show for any in-person lab will forfeit all possible points for the lab without the option of making up the lab. You must receive instructor approval before leaving all lab classes.***

**COURSE SUBJECTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Subject** |  | **Important Notes** |
| **In Person Class**  **10:00 am – 1:00 pm**  **UCCU Center / Restaurant Forte**  **\*No Dress Code Required** | Disclosure  Waiter Lab Sign-up  Facility Tour  First Aid review  Ice Breaker | 20 points – disclosure  20 points – waiter lab sign up | **See “Waiter at Forte” sign-up sheet on Canvas for available dates & homework**  **\*do not procrastinate signing up for events. Dates are limited.**  **\*alternate dates available for students currently enrolled in CAI culinary classes – Please notify instructor at** [**thatchco@uvu.edu**](mailto:thatchco@uvu.edu) **no later than Monday, January 15th**  **\*Dress Code Required**  **(see approved dress at bottom of syllabus)** |
| **Monday, January 15th** | Last day to sign up for **“Waiter at Forte lab”.** |  | **See “Waiter at Forte” sign-up sheet on Canvas for available dates & Homework**  **\*do not procrastinate signing up for events. Dates are limited.**  **\*alternate dates available for students currently enrolled in CAI culinary classes – Please notify instructor at** [**thatchco@uvu.edu**](mailto:thatchco@uvu.edu) **no later than Monday, January 15th**  **\*Dress Code Required**  **(see approved dress at bottom of syllabus)** |
| **Waiter at Forte Lab:**  January 17 & 18  January 24 & 25  January 31 & Feb 1  February 14 & 15  February 21 & 22  **8:30 AM (Sharp)- 3:00 PM**  **UCCU Center / Restaurant Forte**  **\*Dress Code Required (see below)** | Waiter at Restaurant Forte Lab | 200 points | **\*Last Day to Sign up for Waiter at Forte Lab – Monday, January 15th**  **\*\*See Canvas for Waiter @ Forte Lab homework** |
| **Thursday, February 22nd**  **Last Day to Request Utah Alcohol Certification Voucher** | Email [thatchco@uvu.edu](mailto:thatchco@uvu.edu) to request pre-paid voucher |  | **Utah Alcohol Certification must be complete by Thursday, February 28th** |
| **Must be complete on or before Wednesday, February 28th** | Special Event Lab | 100 points | **See “Special Event” sign-up sheet on Canvas for available dates & Homework**  **\*do not procrastinate signing up for events. Dates are limited.**  **\*Dress Code Required**  **(see approved dress at bottom of syllabus** |
| **FRIDAY, FEBRUARY 23RD**  **Meet @ Scera Theater**  **3:00 PM – 11:00 PM**  **\*Dress Code Required**  **\*\*To be discussed in class** | Event Final - Lab  SCERA THEATHER FUNDRAISER – ANNUAL EVENT | 200 points |  |
| **Wednesday, February 28th**  **Last Day to complete Utah Alcohol Certification Course** | Utah Alcohol Certification Course  (online, 3 hour course) | 50 points | **\*Last Day to Request Voucher – Thursday, February 22nd by 5:00 pm email** [**thatchco@uvu.edu**](mailto:thatchco@uvu.edu) |
| **Wednesday, February 28th**  **(Due On or Before)** | Classic Service Styles Research Paper | 50 points | **See Canvas**  **Hard copy to instructor**  [**thatchco@uvu.edu**](mailto:thatchco@uvu.edu)  **Subject: Classic Service Styles** |

**READINGS**

**Textbook: No required textbook for Spring 2024 – B1– (Great resources for writing a research paper)**

**At Your Service**:  A Hands-On Guide to the Professional Dining Room

**Presenting Service**:  The Ultimate Guide for the Foodservice Professional

**Service At Its Best**:  Waiter-Waitress Training

\*Resources available in UVU CAI library, online or can be purchased

***Utah Alcohol Certification Course:***

This is a 3-hour online course followed by an exam. A voucher for the course has been purchased for you and will be emailed to you upon your request. Once you request your voucher by emailing [thatchco@uvu.edu](mailto:thatchco@uvu.edu) it will be sent to you from <https://www.statefoodsafety.com/> I will follow up with an email to you immediately after it has been sent.

Students will have two attempts to pass this exam. Successful completion will earn student a valid Utah Alcohol Certification certificate and 50 class points for completion.

If you do not receive your voucher or have any issues accessing the course, please contact me as soon as possible.

\*You do not need to be 21 to take this course

***Restaurant Forte Waiter Lab:***

Student will have the opportunity to participate in two consecutive days as a waiter at Restaurant Forte.

Students will be given a tour and an approximately 1 hour training before service begins.  Student will be expected to arrive in professional FOH uniform (as described in syllabus), having studied the menu and the floor layout and prepared for a quiz.  Students will be provided with a waiter number for the POS and be guided through the guest service process at Restaurant forte.

Available dates for sign-up and additional details (homework) are posted on canvas under Restaurant Forte Waiter Lab. Dates are available on a first come first serve basis by emailing [thatchco@uvu.edu](mailto:thatchco@uvu.edu) with your requested set of dates.

***Barista Training: Canyon Park – Coffee bar***

Guest Presenter – Haylee Thatcher / Cowboy Coffee , Taisha Barney – Art City Coffee

\*This is an optional event for those interested in attending. This presentation will run for approximately 1 hour + longer for any student who has interest or desire in learning more. There will be a short video followed by a Q & A then a hands-on learning opportunity. Make your own coffee!

***Research Paper –*** *Classic Service Styles*

*\*See Canvas*

***Special Event Lab:***

\*Dress Code Required – See Below

\*\*See Canvas “Special Event Lab” for additional details and available dates

***Event Final Lab: SCERA THEATER FUNDRAISER GALA – FRIDAY, FEB 23RD***

\*Dress Code Required – Will be discussed first day of class

\*\*See Canvas for upcoming details

**COURSE POLICIES**

**Testing Procedures – All assessments for Spring 2024 – B1 will be in included with in person labs.**

All written exams must be taken at the scheduled examination time.  Special arrangements to test early can be made with a two-week advance notice.

**Academic Integrity**

You are encouraged to study together and to discuss information and concepts covered in lecture and the sections with other students.

During examinations, you must do your own work. Talking or discussion is not permitted during the examinations, or May you compare papers, copy from others, or collaborate in any way. Any collaborative behavior during the examinations will result in failure of the exam, and may lead to failure of the course.

**Accommodations for students with disabilities**

 I am available to discuss appropriate academic accommodations that may be required for students with disabilities. Requests for academic accommodations are to be made during the first week of the semester, except for unusual circumstances, so arrangements can be made. Students are encouraged to register with Student Disability Services to verify their eligibility for appropriate accommodations.

**Dress Code & Hygiene**

Image is critical to success in our industry. Therefore, all students must feel and look **professional** at all times. A dress code for all in person labs will be enforced. ***Students who do not adhere to this standard will be excused from lab and forfeit lab credit.***

**The professional front of the house dress code includes:**

* Pressed, Long sleeve button up shirt that can accommodate a tie (white or black)
* Black or dark slacks or professional length (below the knee) skirt.
* Black Belt
* Black polish able shoes suitable for safe walking (preferably nonskid)
* Black Socks
* Necktie and Bistro apron (provided by instructor)

**The professional front of the house dress code does not include attire such as:**

* Canvas athletic shoes
* Ripped pants
* Jeans
* Cutoffs
* Leggings, jeggings, tights or similar
* Short or tight clothing
* Baseball caps
* T-shirts
* Any clothing with obscene or offensive wording or logos

**General guidelines to follow:** Keep the following points in mind when participating in all in-person labs

* You must be clean-shaven, with sideburns not exceeding the middle of the ear for men. Beards are not permitted without a beard net.
* Mustaches must be neatly trimmed and may not extend below or beyond the corner of the lips.
* Facial jewelry, including jewelry in eyebrows, eyelids, lips, tongue, upper ear, or nose, is not permitted. (This includes clear plugs.)
* Hair must be clean and pulled up and away from face and shoulders during service.
* Nails must be clean and trimmed. Nail polish and false nails are prohibited.
* No excessive makeup or perfume / cologne

***Letters of Recommendations:***

Students who earn a total of 640 points in class without the need for extra credit will be provided with a letter of recommendation for their portfolio or to use in their application for an industry position in front of house. I will not provide letters of recommendation at any other time unless you are an employee of Restaurant Forte / Catering team and I feel it is appropriate.

**IN PERSON LAB REQUIREMENTS**

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