

# GRAYSON COUNTY COLLEGE

## *Course Syllabus*

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### Course Information

RSTO 1304 Dining Room Service

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### Professor Contact Information

Professor name: Office phone:

Email: Office location:

Office hours: By appointment

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### Course Pre-requisites, Co-requisites, and/or Other Restrictions

Chef 1305 passed with a B, Chef 1301 passed with a C, or co registered

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### Course Description -

Introduces the principles, concepts, and systems of professional table service. Topics include dining room organization, scheduling, and management of food service personnel.

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### Student Learning Outcomes

The student will be able to:

- a. Identify and utilize equipment and supplies used in table service
  - b. Specify the five types of table service and the serving sequence for each type of service
  - c. Properly prepare dining room and side station for service
  - d. Explain the relationship of wait staff to customers and their perception of the establishment
  - e. Employ principles of dining room organization, scheduling, and management of food service personnel.
  - f. Demonstrate the general rules of table settings and service
  - g. Describe American, English, French and Russian Service.
  - h. Discuss service methods such as banquets, buffets and catering and a la carte.
  - i. Explain inter-relationships and work flow between dining room and kitchen operations
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Required Textbooks (ISBN # included) and Materials

none

### Suggested Course Materials

Notebook and Pen, side towels, Black slacks, white long sleeve collared shirt (like a men's dress shirt), Black Tie, Black non-slip shoes, and crumbers (\$2.00 From Rusty Weatherly).

### Required Assignments & Academic Calendar

In case of inclement weather, emergency closings, or other unforeseen disruptions to scheduled classes, student must log onto their Canvas account for directions on where or how to continue their course work.

### Outline of Topics Covered

Dates, topics, and sequence of instruction are subject to change. Changes will be announced in class in a timely manner.

Table 1 Course Schedule

Day	Duty/Position Partner	Notes
1	Go over syllabus and expectations in class  Discuss Restaurant setup and cleaning.	
2 Soft Opening	1 2 3 4 5 6	
3 Quiz 1 due	1 2 3 4 5 6	
4	1 2 3 4 5 6	
5 Quiz 2 due	1 2 3 4 5 6	
6	1 2 3 4 5 6	
7 Quiz 3 due	1	

	2 3 4 5 6	
8	1 2 3 4 5 6	
9 Quiz 4 due	1 2 3 4 5 6	
10	1 2 3 4 5 6	
11 Quiz 5 due	1 2 3 4 5 6	
12	1 2 3 4 5 6	
13 Quiz 6 due	1 2 3 4 5 6	
14	1 2 3 4 5 6	
15	Final and Deep Clean 9-3	

# STATION SCHEDULE

Station	Opening	During Service	Closing
1	Overall Help Inspection and touchup Host/Hostess	Restaurant Manager observation/help/Host/Hostess	Inspection and touch up
2		Runner	
3		Waitstaff 1	
4		Waitstaff 1	
5		Waitstaff 2	
6		Waitstaff 2	

Week 1	Introduction to the class and review syllabi
Week 2	The Professional Waiter-Waitress & Professional Appearance Table Settings, Napkin Presentations, and Table Service
Week 3	Serving Food and Beverages
Week 4	The Host/Hostess
Week 5	Service Preparedness
Week 6	Wine and Beverage Service
Week 7	Guest Communication
Week 8	Final

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## Methods of Evaluation

The final grade will be calculated as follows: Customer feedback is 30%. Setup 30% Professionalism = 20%, and the final is 20%. The exams and final will make up 70% and the other 30 percent will be from papers and class participation. A letter grade will be assigned as follows: 810-900 points = A, 720-809 points = B, 675-719 points = C, 630-674 points = D, below 629 points = F.

## Grading

Item	Points
Customer feedback	120 (15 per service day)
Restaurant setup	120 (15 per service day)
Professionalism	160 (20 per service day)
Tests (napkin folds and setup)	100 points
Menu	100 points
Paper on Russian Service	60
Designated Day of Service	100
Exams over chapters	140
Total	900 points

The tests will be hands on.

The professionalism grade will be based on full uniform, preparedness, and being on time and attendance. Customer feedback will be gathered and used to determine a portion of your grade.

Your daily customer feedback grade will be calculated as 80% or better approval=15, 70% approval=11, 60% approval=7, 50% approval=4, lower than 50% approval=0. If you are absent, you receive a zero for the day on all aspects of service (A total of 40 points).

Late assignments will not be accepted and will result in a zero.

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### Methods of Instruction

Lecture, class discussion, hands on and audio-visual materials will be used.

### Type of Course/Delivery Mode/Testing Requirements

Face to Face instruction. Testing conducted in classroom and lab.

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### Course & Instructor Policies

There will be a 25 point deduction for every day that an assignment is late.

There will be no make-up quizzes or exams.

If you are disruptive to the class, you will be asked to leave that day and will not be allowed to return until the following day.

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### *Computer Hardware and Software Requirements*

You will need access to a computer that has reliable internet. This will be for the Online work and to join in class discussions on conferences and to take quizzes and exams. You will also have a presentation that you will need to be online to do.

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### **Class Attendance and Participation**

Attendance and Participation Academic success is closely associated with regular class attendance and course participation. All successful students, whether on campus or online, are expected to be highly self-motivated. All students are required to participate in courses regularly and are obliged to participate in class activities and complete and submit assignments following their faculty's instructions. Students taking courses during compressed semester timeframes such as mini-mester, summer sessions, and 8-week courses should plan to spend significantly more time per week on the course. Responsibility for work missed because of illness or school business is placed upon the student. Instructors are required to include in their syllabi the attendance policy for the courses(s) they teach. The college considers absences equal to or greater than 15% of the course's requirements to be excessive. If you have more than 2 absences in this course, you will receive a failing grade and will have to repeat the course.

In order for students to be counted as having attended a class before the census date, the following guidelines are to be used:

- Physical attendance in class with an opportunity for instructor and student interaction
- Submission of an academic assignment
- Completion of an exam, interactive tutorial, or computer-assisted instruction
- Attendance at a study group assigned by the faculty
- Participation in an online discussion in the class
- Contact with a faculty member to ask a question

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## **Student Conduct & Discipline**

### *Classroom Behavior:*

Students are expected to maintain classroom decorum that includes respect for other students and the instructor, prompt and regular attendance and an attitude that seeks to take full advantage of the educational opportunity.

### *Defacing College Property:*

Anyone caught defacing property will be responsible for cleaning, repairing or replacing the defaced property. The individual will also receive a zero (0) for the day. Defacing property includes, but is not limited to, writing, marking or scratching on the tables, tabletops, chairs, cabinets, counter tops, shelving or walls.

### *Cell Phone Policy:*

All cell phones and other electronic devices must be turned off before entering the classroom. Text messaging is not permitted during class. If you have an emergency and need to take a call during class, you must inform the instructor before the beginning of class. Turn your ringer to vibrate, and when your call comes in, pick up all of your belongings and leave the classroom.

You may return to class the next time the class meets.

**Communication between instructor and students should occur through the Canvas message center. This tool can also be used to communicate with other students. You can also reach the professor through the email or phone number in the contact information at the beginning of the syllabus.**

Online participation will be **assessed and graded by participation in quizzes, exams, and joining conferences hosted by the instructor.**

The instructor will **monitor the online activities** by checking the canvas course at least three times a week and communicating with students through the Canvas message center.

The **standards of appropriate online behavior** will be maintained by all students and professor demonstrating professionalism and ethical behavior.

The minimum **computer hardware and software requirements** for the class is a working computer that has Chrome as a internet browser, and reliable internet access. If you do not have this ability at home, you can use the computers in the Grayson Library or you can contact the professor to possibly use the computers in the Culinary Arts Center. The use of the Culinary Arts center computers will have to be scheduled in advance (no walk ins).

In case of an instance where you cannot submit an assignment or take a test due to technical issues, you must contact the professor before the due date and time to notify them of the issue and then an **alternative procedures for submitting** work will be discussed, depending on what the item is and the technical issue.

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## **Academic Integrity**

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, and the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts. Plagiarism, especially from the web, from portions of

papers for other classes, and from any other source is unacceptable and will be dealt with under the college's policy on plagiarism (see GC Student Handbook for details). Grayson College subscribes to turnitin.com, which allows faculty to search the web and identify plagiarized material.

Plagiarism is a form of scholastic dishonesty involving the theft of or fraudulent representation of someone else's ideas or words as the student's original work. Plagiarism can be intentional/deliberate or unintentional/accidental. Unintentional/Accidental plagiarism may include minor instances where an attempt to acknowledge the source exists but is incorrect or insufficient. Deliberate/Intentional plagiarism violates a student's academic integrity and exists in the following forms:

- Turning in someone else's work as the student's own (such as buying a paper and submitting it, exchanging papers or collaborating on a paper with someone else without permission, or paying someone else to write or translate a paper)
- Recycling in whole or in part previously submitted or published work or concurrently submitting the same written work where the expectation for current original work exists, including agreeing to write or sell one's own work to someone else
- Quoting or copy/pasting phrases of three words or more from someone else without citation, • Paraphrasing ideas without citation or paraphrasing incompletely, with or without correct citation, where the material too closely matches the wording or structure of the original
- Submitting an assignment with a majority of quoted or paraphrased material from other sources
- Copying images or media and inserting them into a presentation or video without citation,
- Using copyrighted soundtracks or video and inserting them into a presentation or video without citation
- Giving incorrect or nonexistent source information or inventing source information
- Performing a copyrighted piece of music in a public setting without permission
- Composing music based heavily on someone else's musical composition.

In this course, if you are caught cheating or plagiarizing, the first time will result in a zero for that assignment, the second occurrence will result in an automatic F in the course.

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### **Student Responsibility**

You have already made the decision to go to college; now the follow-up decisions on whether to commit to doing the work could very well determine whether you end up working at a good paying job in a field you enjoy or working at minimum wage for the rest of your life. Education involves a partnership that requires both students and instructors to do their parts. By entering into this partnership, you have a responsibility to show up for class, do the assignments and reading, be engaged and pay attention in class, follow directions, and put your best effort into it. You will get out of your experience here exactly what you put into it – nothing more and nothing less.

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GC policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status.

Furthermore, Title IX prohibits sex discrimination to include sexual misconduct: sexual violence (sexual assault, rape), sexual harassment and retaliation.

For more information on Title IX, please contact:

- Dr. Molly M. Harris, Title IX Coordinator (903)463-8714
  - Ms. Logan Maxwell, Title IX Deputy Coordinator - South Campus (903) 415-2646
  - Mr. Mike McBrayer, Title IX Deputy Coordinator - Main Campus (903) 463-8753
  - Website: <http://www.grayson.edu/campus-life/campus-police/title-ix-policies.html>
  - GC Police Department: (903) 463-8777- Main Campus) (903-415-2501 - South Campus)
  - GC Counseling Center: (903) 463-8730
  - For Any On-campus Emergencies: 911
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\*\*Grayson College is not responsible for illness/injury that occurs during the normal course of classroom/lab/clinical experiences.

\*\*These descriptions and timelines are subject to change at the discretion of the Professor.

\*\* Grayson College campus-wide student policies may be found at the following URL on the College website: <https://www.grayson.edu/currentstudents/Academic%20Resources/index.html>