

Restaurant Services Course Syllabus

2011/2012

Course Description

Restaurant Services is designed to give students an understanding of how a successful restaurant is run according to standards developed by the National Restaurant Association and the state Health Department. This course focuses on developing skills for the Heart of the House (basic culinary skills and sanitation) and Front of the House (management and waitstaff). The length of this course is two years.

Instructional Philosophy

Students will be given real life experience in the daily operation of the Cove Restaurant. Students will rotate through various positions and stations to give them an overview of all aspects of the restaurant industry. High quality of work is demanded and students will be given opportunities to redo work until it meets the standards specified during instruction. Classroom activities will include reading, math, problem solving, writing and projects in the form of daily service to customers. Students will work as a team, but will also be expected to complete individual assignments and projects to be presented to the instructor(s). Assessment methods will include written exams, test and quizzes, written assignments, lab practical exams, oral presentations and daily performance evaluations.

Course Goals

1. Demonstrate basic knowledge of fundamental cooking techniques.
2. Read, understand and communicate the language of the restaurant industry.
3. Demonstrate basic interpersonal traits conducive to customer service.
4. Use a variety of sources to solve problem situations that typically arise in the restaurant industry.
5. Use numeric skills and processes to calculate recipe conversions, costing, guest check transactions, and cash drawer reconciliation.
6. Develop skills necessary for life-long learning. Skills including but not limited to information research, social interaction, and time management.

Major Course Assignments and Projects

1. Technical Performance Projects: Throughout the course, the students will prepare the following:

- Prepare various salads and salad dressings
 - Prepare hot and cold sandwiches
 - Prepare eggs, egg dishes and a variety of breakfast foods
 - Use dairy and cheese products according to recipes
 - Prepare fruits and fruit dishes
 - Prepare vegetables and vegetable dishes
 - Prepare pasta, grains, rice and legumes
 - Prepare meat and meat dishes including beef, pork, poultry, fish and shellfish
 - Prepare stocks, basic sauces and gravies
 - Prepare soups
 - Prepare basic baked goods
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- Demonstrate proper handling and storage of all foods

- Demonstrate knowledge of sanitation and health codes/rules
- Perform cleaning and sanitation duties in accordance with sanitation and health codes
- Prevent food contamination
- Provide guest service/provide guest service required by special situations
- Process guest checks
- Maintain service items, beverage station, dining area
- Follow basic management procedures

2. Related Academic Projects:

- Research and create a menu based on type of restaurant operation
- Research and develop standardized recipes for use in daily operation of the Cove

Restaurant

- Calculate food cost of menu items
- Calculate menu prices
- Calculate ingredient amounts needed to increase or decrease recipe yields
- Outline career opportunities within related to food service industry
- Investigate basic concepts of entrepreneurship in the food service industry
- Research and design kitchen and dining area for acceptable flow of traffic
- Research and calculate costs related to restaurant equipment
- Research an area of interest pertaining to the Restaurant industry and complete a research paper in English class and design a product for Senior Project
- Research information to obtain certificate granted by Educational Foundation of the National Restaurant Association and State of Ohio Health Department for certification in food protection governed by Rule 3701-21-25 of state health code
- Complete online restaurant business simulation exhibiting an understanding of components necessary to a successful business.

3. Problem Solving Projects:

- Supervise student staff
- Assign work stations
- Monitor work station operations
- Train student staff
- Schedule lunch breaks for student staff
- Communicate a sense of urgency in respect to accommodating customer needs
- Perform work evaluations
- Complete opening checklists
- Complete closing checklists
- Complete cleaning checklists
- Report theft and pilferage
- Substitute recipe ingredients

Evaluation Criteria

- Attendance
- Daily lab performance
- Practical exams
- Written assignments

- Quizzes/Tests

Grading Scale

Theory:

Workbook assignments-75%

Guided notes/written assignments-10%

Tests/quizzes-15%

Lab:

Daily grade based on criteria (see attached form)-75%

Daily grade is worth a possible 50 points. Students receive a “0” if not present. Students will be given three “sick days” per nine weeks to earn 25% of daily grade if the student reports off to instructor after reporting off to school officially.

Practical exam/projects-25%

Student’s grade is based on total points of lab and theory work. Students that have a Restaurant theory class will be only written theory work.

Grading Scale:

100-92 A

91-83 B

82-74 C

73-66 D

65 & below F

Semester and final exams:

Junior year students will complete a comprehensive written exam. The last two weeks of the semester daily lab points will be averaged for the hands-on portion of the exam. Grade will be determined as the average of the written score and the hands-on portion.

Senior year students will complete the ServSafe exam and must score a 75% or better to pass. This will be the first semester exam. The OCTCA exam administered in the spring will be the final exam.

Junior Job Shadow:

In addition all junior students must participate in the yearly “Job Shadow” Day in accordance to the school policy. This is a mandatory assignment school wide. Students must secure a related job site to visit and complete all necessary paper work. This assignment will be worth a total of 200 points.

Senior Project:

All seniors will be participating in Senior Project which will include a research paper, a portfolio, a presentable product relating to their paper and a presentation at the Senior Celebration. This is a mandatory assignment school wide. The product portion of this project will be worth a total of 50 points.