CUL 114: Dining Room Management

In this course, students learn the skills to run a successful front-of-the-house restaurant operation. Topics include guest relations, upscale casual dining etiquette, service, and dining room operations. Using communication skills and critical thinking, students develop their dining room management skills by providing customer service, taking, and delivering orders, and collecting payment on a weekly basis at the Grady Dining Room in an upscale casual environment. Students also learn the theory of food and beverage pairings and practice beverage service. Participation in culinary functions is required. Prerequisite: CUL 100. Competency Met: Critical Thinking. Two lecture hours and four laboratory hours per week. Instructional Support Fee applies.

Course Student Learning Outcomes

1. Identify the steps necessary to run a successful restaurant from the front-of-the-house perspective. 2. Identify the steps involved with dining room service and culinary functions. 3. Demonstrate the ability to work professionally as an individual and as a team in a dining room setting. 4. Demonstrate the ability to interact with all kitchen personnel for a better relationship between the front and the back of the house.
Credits: 3
Program: Culinary Arts