CULINARY ARTS INSTITUTE
FOOD SERVICE MANAGEMENT/CULINARY ARTS PROGRAM
FSMGMT 104 - DINING ROOM PRESENTATION
Syllabus
FALL 2013

Section:	0263
Units:	4
Location:	Culinary Arts Institute Building – Rm. 208
Hours:	Monday/Wednesday Lecture – 9:25am-10:20am (Demo Rm. 208) Lab – 10:30am – 1:40pm (Executive Dining Room)
Texts & Materials:	Remarkable Service, 2nd edition, Culinary Institute of America, and *Customer Service 2nd Ed. NRAEF *Official Scantron Mandatory included in workbook, required. Scantron must be handed in within the first two weeks, to be kept on file. Notebook, pen/pencil, calculator
Chef Instructor:	Chef Louis Zandalasini, Department Chair/Professor
Phone:	818.364.7849
Email:	zandallj@lamission.edu
Office Location:	Culinary Arts Institute Building – Rm. 224
Office Hours:	By Appointment or Before Class

PREREQUISITE:	FSMGMT 50 (Must have ServSafe Food Manager Certificate or ServSafe Food Handler Card), 100, 101 and negative TB test result.
COREQUISITE:	FSMGMT 102

WHAT ARE STUDENT LEARNING OUTCOMES?

- Student Learning Outcomes (SLO's) focus on designing curriculum around answering this question:
- What will a student be able to DO in his/her multiple roles with what he/she learns in the course?
- When instruction focuses on SLO's the learning process is more learner centered and more relevant to a student's life.

Student Learning Outcomes:

- Students will analyze and demonstrate the current Dining Room Presentation / Catering practices in designing and implementing service techniques for Service and Sanitation.
- Students will compare and contrast basic job descriptions, scheduling and forecasting demand, and illustrate the knowledge of the marketing process.
- Upon completion of this course the successful student should be able to evaluate and summarize analytical terminology, accept reservations, understand the service styles of table service, beverage service, wine service, and the organization of personnel and cash controls.

COURSE DESCRIPTION: Instruction and practical training covers all aspects of service management if food operations; includes food and cash controls, styles or service and dining area merchandising. Receptions, banquets, buffets, are covered from bus persons to maître d'. Special event presentations included.

INSTRUCTIONAL METHODS: In the Dining Room Presentation course, Front of the House ("FOH") concepts and techniques are discussed and/or demonstrated by the chef instructor. The majority of instruction for this course will consist of lectures, reading assignments, visual aids, classroom discussions, possibly some role-playing by both instructor and students, and presentation service. The attached timetable is a general guide, and some deviation from the schedule is likely. Any changes will be announced in class as soon as they are known. Hours will vary according to the catering calendar, events schedule, etc.

UNIFORM CODE: Students must be in proper Dining Room Presentation uniform at all times. It is the student's responsibility to be dressed in clean, proper attire during their entire time in the Culinary Arts Institute Building. If you are not dressed appropriately/complete uniform, you will not be admitted to class, and you will be given an absence for the day. NO EXCUSES!

Dress Attire to Be Worn For Every Class Meeting

No earrings / piercings' (men and women)
Fingernails must be kept short, 1 ring, 1 watch.

Women:
- Black Tuxedo Pants
- Black socks
- White long sleeve shirt (tuxedo)
- Black Shoes - Non Slip
- Black bow tie (tuxedo) small

Men:
- Black Tuxedo Pants
- Black Shoes – Non Slip
- Black bow tie (tuxedo) small
- White long sleeve shirt (tuxedo)
- Black socks

Uniform attire to be kept professional, i.e., no shirts hanging out, bow ties MUST be worn AT ALL TIMES when on campus and in the Culinary Arts Institute Bldg., etc.
Student will be sent home and marked absent if not in full uniform.

UNIFORM CODE: Students must be in proper CAI school uniform at all times. Black skull caps and white bistro aprons are necessary only if food is being prepared. By law, students must wear appropriate attire in the food production laboratory. It is the student's responsibility to be dressed in clean, proper attire for all lab periods. If you are not dressed appropriately/complete uniform, you will not be admitted to class, and you will be given an absence for the day. If you are passing through or working in the kitchen, you must be in uniform. NO EXCUSES!

COMPLETE UNIFORM:

- Student will be sent home and marked absent if not in full uniform.
- No nail polish, faux nails or rings. Wedding band okay. Nails must be trimmed and short. No excuse.
- No sweaters or hoodies under the chef coat. Wear white thermal long sleeve shirts instead.
- No earrings (studs ok), nose rings or facial piercings.
- Completely clean shave or beard and mustache trimmed neat to ¼ inch in length. You will be sent home if you have not shaved and can only return if you have shaved.

ATTENDANCE: Culinary Arts Institute's attendance policy approximates the expectations found in a working situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the culinary arts and hospitality industries. At the time the student moves from training into a career, the employer will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of Culinary Arts Institute @ LAMC consider each moment in class imperative for success. When the student is not in the classroom, the information missed cannot be recaptured.

IMPORTANT: If you stop attending a class (or wish to drop a class), YOU MUST DROP THE CLASS YOURSELF ONLINE – OFFICIALLY – on or before November 17th, 2013. Failure to do so may result in a grade of "F" in the class.

NOTE: Student is subject for exclusion from this class after Three absences

MISSED WORK: If a student arrives late to class, and a test is still in progress, the student may take the test with no penalty, after class, only one occurrence is permissible. If a student misses a test or an assignment, the test/assignment will have ten (25) points deducted from the score.

SPECIAL CATERING EVENT:

Occasionally as part of your learning environment in the Culinary Arts Institute, you will be asked to participate in food preparation and cooking for catering events for the college. This enhances your experience in the kitchen and makes you a stronger culinary arts student. Three weeks' notice will be given prior to the event for you to schedule time off if need be.

This Fall 2013 semester we have the following events:

20th Anniversary of the Culinary Arts Institute discipline

(Tentative) Sylmar Olive Festival

LAMC Holiday Party December 4, 2013

DROPS

Should the student decide or contemplate dropping the course, consulting with the instructor prior to dropping is strongly recommended. The final date for "free drop" with and without a W (Withdraw) is in the class schedule. Students should not expect to drop late in the program to avoid a failing grade. It is the responsibility of the student to withdraw him / herself.

ASSIGNMENTS

Reading homework/assignments are to be completed prior to the subject discussion date. Homework includes: Key Terms, Review Exercises and Test Your Knowledge. All assignments, written or oral are due at the beginning of the next class period, unless otherwise directed by the instructor. Assignments turned in late are subject to reduced grades. Written assignments are to be typed, double spaced and proof read. Correct spelling, grammar and punctuation are expected.

TESTS

There will be eight quizzes, one at midterm, a comprehensive final examination all of which will cover readings, lecture material and the project. The midterm is mandatory, and the NRAEF Scantron is needed. Expect multiple choice, true/false, matching, short answer definition, and simple problem questions on examinations. If the project is not completed a grade of D will apply, the project is part of your overall grade.

GRADING SCALE:

900-1000	= A
800-899	= B
700-799	= C
600-699	= D
599 ≤	= F

NRAEF Manage First: The Customer Service Competency exam will be given as the Mid-Term on October 21st. A Current Official Examination Sheet is required for this test. Students are required to hand this scantron in the second week of class to the instructor. Results will be mailed to Chicago for grading, and presentation of Certificates will be awarded upon receiving the results.

CONDUCT

It is the instructor's responsibilities to lecture, teach and be available to his students for counsel when needed or desired; the students responsibility is to listen, learn, participate in class learning activities, and learn how to learn. Students have the right to expect professionalism from the instructor, and the instructor has the right to expect courteous attention from the student. The above statement is in no way intended to suppress free discussion of the subject at hand. When such discussions occur however, they will be moderated by the instructor.

The College also has directives against eating, drinking, and smoking in class, or the bringing of food or drink into the classroom. We will abide by this relation.

Attention is finally invited to the fact that the College has rules against cheating and plagiarism. To this end, it is everybody's responsibility to prevent such actions from occurring. Since each student is graded competitively in relation to every other student in the class, students must neither give to nor receive aid from another student during an examination, nor should they tolerate those who do. Regardless of intentions, never be seen doing what a cheater would do. Such action could easily be misinterpreted.

STUDENTS WITH SPECIAL NEEDS: If you have any health impairments that require regular medication, or any disability that might affect your performance in the class or lab, and would like your chef instructor to make special accommodations, please call our campus Special Services Director at 818-364-7734 as soon as possible.

They will help you arrange special accommodations for your classes. The special needs of each student are met, in part, by:

1. Group discussion at the "peer" level, providing for the interchange of ideas
2. Reading materials supplementing the required text material
3. Availability of the teacher for personal interviews and referral to appropriate community resources as indicated.

DIETARY SERVICE SUPERVISOR STUDENTS: FOOD SERVICE MANAGEMENT 101: Students will learn to ensure that all foods are served by methods that conserve nutritive value, flavor and appearance and all foods are prepared in a form designed to meet individual needs. All substitutions should be similar nutritive value. Student's competency will be demonstration and evaluated by the Registered Dietitian/Professor. Nutrition is a pre-requisite for this class.

COURSE REQUIREMENTS: One Mid-Term and 8 quizzes will be given during the semester. One Final and One Project will be given. No test scores will be dropped.

COURSE GRADING:

1.	8 Quizzes @ 25 each	200 Lab/Lecture/Book coursework
2.	**1 Mid. Term 300 points,	300 Customer Service 2e – October 21st
3.	Final exam	200 December 9th - 10:00am – 12:00pm
4.	Project (mandatory)	200 Due November 25th – Download to flash drive
5.	Participation / Attendance / Uniform	100
		1,000

Extra credit will be available. Project will be discussed in class and will be due November 25th, project has to be on a flash drive, complete and ready for class presentation. The assignment is estimated to take from 9-25 hours to complete, depending on individuals abilities.

COURSE OBJECTIVES:

1. The understanding of all aspects of "Serving Management" in food operations. Dining room/catering/express food/vending.
2. Implementation of food and cash controls.
3. Hands on training with different styles of service and food service area merchandising/marketing.
4. Hands on training/demos in receptions, banquets, buffets, line service, cashiering control, waiting/waitressing service (front & back), catering events, cappuccino cart, vending.
5. Understanding of the varied job descriptions from the General Manager down including corporate schedules.
6. Hands on training through a "Hands on" project regarding special events.
7. Forecasting demand.
8. Scheduling and controlling in production/service/events.
9. Quality assurance, sanitation, nutrition, supervision.
10. Layout of facilities.
11. Job descriptions, concepts of the industry.
12. Productivity, work measurement, implementation of events.
13. Wine and bar service, beverage and dispensing units.
14. Menu making and food presentation.

15. Floral designs, centerpieces, and napkin folds, themes.
16. Ability to summarize and communicate production/service knowledge to others.
17. Basic knowledge of the marketing process.
18. Cappuccino/vending operations.
19. Theories for professional growth within the Food Service Industry.
20. Principles of running a cash register and how to make change. (cash control)
21. Implementation of a Special Event "hands on", mandatory

CONTENT – DINING ROOM PRESENTATION

I. Overview of Course/Rotate in groups assignments of sections, for Luncheon Service.

II. Learning applications in Dining Room Presentation/Catering.
   a) The Service Profession
   b) Equipment and Materials
   c) Preparatory work in the waiters' pantry and dining room.
   d) The Bar & Wine
   e) Service Organization
   f) The Menu
   g) Mise en Place
   h) Service rules, Service techniques, Service styles

III. Types of Presentation and Catering
   a) Breakfast
   b) Banquets and Functions
   c) Our Guests
   d) Working at the Guest Table

IV. Monetary Procedures
   a) Cost control
   b) Methods of payment
   c) Purchasing and Ordering

V. Managing Food Service and Equipment

VI. Interior Design

VII. Principles of running a cash register and how to make change, cash control.

Please be advised to turn all electronic equipment to silent, NO I-pods, or laptops will be allowed in class unless cleared with the instructor.

Recorded Data: voice / video not permissible.

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FSMGMT 104 - DINING ROOM PRESENTATION
MONDAY/WEDNESDAY – 9:25am-1:40pm
Course Outline
FALL 2013

THE SYLLABUS IS SUBJECT TO CHANGE ACCORDING TO LA MISSION COLLEGE SCHEDULE, FACULTY FUNCTIONS AND PRODUCT/INGREDIENT AVAILABILITY.

COURSE OUTLINE FSMGMT #104

DATE	TOPIC
Aug. 26	A Historical Overview of Service and Orientation
Aug. 28	Menus/Themes. Overview of Service for Wednesday Luncheon's
Sept. 2	HOLIDAY – Labor Day
Sept. 4	Monetary aspects and Wednesday Luncheon Service
Sept. 9	Cover Chapter One & Chapter Two Customer Service
Sept. 11	Lecture/lab, Wednesday Luncheon Service
Sept. 16	Cover Chapter Three Customer Service* – Quiz #1 Chapters 1 & 2
Sept. 18	Quiz #2 Chapter Three Customer Service, Wednesday Luncheon Service
Sept. 23	Cover Chapter Four and Chapter Five Customer Service
Sept. 27	Wednesday Luncheon Service
Sept. 30	Quiz # 3 Chapter Four & Chapter Five. Cover Chapter Six and Chapter 7 Customer Service
Oct. 2	Menu design, Wednesday Luncheon Service
Oct. 7	Quiz #4 Chapter Six & Seven. Cover Chapter 8 Customer Service
Oct. 9	Production controls, Wednesday Luncheon Service
Oct. 14	Quiz #5 Chapter Eight Customer Service. Remarkable Service Ch. One and Two Mid-Term Customer Service Review –
Oct. 16	Wednesday Luncheon Service
Oct. 21	Remarkable Service Ch. Three and Four, MID TERM Customer Serv ice NRAEF
Oct. 23	Lecture, Wednesday Luncheon Service
Oct. 28	Quiz #6 Remarkable Service Chapters 1, 2, 3, 4, Cover Remarkable Service Ch. Five and Six
Oct. 30	Evaluate, Managements role in service, Wednesday Luncheon
Nov. 4	Quiz #7 Remarkable Service Chapters 5, 6. Cover Remarkable Service Ch. Seven and Eight
Nov. 6	Lecture - Wednesday Luncheon Service
Nov. 11	Veterans Day Holiday
Nov. 13	Remarkable Service Ch. Nine - Wednesday Luncheon

Nov. 18	Quiz #8 Remarkable Service Chapters 7, 8, 9. Remarkable Service Ch. Eleven and Twelve
Nov. 20	Lecture, Wednesday Luncheon Service
Nov. 25	Project Presentations, Remarkable Service Ch. Thirteen Note: Chapters 11, 12, 13 will be included on the final.
Nov. 27	Lecture, Wednesday Luncheon Service
Dec. 2	Project Presentations, Pull for Holiday Luncheon on Wednesday
Dec. 4	Class discussion(s), NO Wednesday Luncheon Service ~ LAMC Holiday Luncheon
Dec. 9	Final Written 10am-12pm

NOTE: Remember to check this spring 2014 Schedule and register early! Classes may be cancelled due to low enrollment or classes may be full and closed. There are no "wait lists" available at LA Mission College.

COLLEGE RESOURCES FOR STUDENTS

Admissions and Records: Students can register for classes, request transcripts, file petitions for graduation, and drop classes at this office. For more information call 818-833-3322 or visit: http://www.lamission.edu/admissions/

Assessment Center: Offers student assessments in English, English-as-a-Second-Language (ESL) and Mathematics. Please contact the Assessment Center at (818) 364-7613 for more information or visit http://www.lamission.edu/assessment/

Bookstore: For hours of operation, book availability, buybacks, and other information call 818-364-7767 or 7768 or visit http://eagleslanding.lamission.edu/default.asp

Counseling Department Office: For appointments and information call 818-364-7655 or visit http://www.lamission.edu/counseling/

Disabled Students Programs and Services (DSP&S): For appointments, eligibility and information call 818-364-7732 or visit http://www.lamission.edu/dsps/

Extended Opportunity Programs and Services (EOPS): For appointments, eligibility and information call 818-364-7645 or visit http://www.lamission.edu/eops/

Financial Aid: For information and applications call 818-364-7648 or visit http://www.lamission.edu/financialaid/

Library: For information on hours, resources, workshops, and other services contact 818-364-7106 or visit http://www.lamission.edu/library/

Tutoring Services in Learning Center: Laboratories for Learning, Writing, Math &Science. Walk-in and appointment services offered. Call 818-364-7754 or visit www.lamission.edu/learningcenter