HOSPN 601 - Culinary Customer & Banquet Service Course Outline

Approval Date: 12/14/2017
Effective Date: 06/01/2018

SECTION A

Unique ID Number CCC000592395
Discipline(s) Culinary Arts/
Restaurant Management
Division Career Education and Workforce Development
Subject Area Ho0 0 1 113.22-14( )1gaurant Manr5.73 25.&areer Education an Educf1 0

Distance Education Mode of Instruction   On-Campus

SECTION B
General Education Information:

SECTION C
Course Description

Repeatability May be repeated 0 times

Catalog Description This class will explore the differences between customer service and hospitality, and provide an overview of the basics of banquet service including the tools to be successful in an entry level service position. Students will explore Sequence of Service; establishing team metrics for service; problem solving customer service issues and best practices for product knowledge and upselling techniques. This hands-on training will familiarize students with industry procedures, train servers on efficiently and effectively performing the role of a banquet server and provide the basics to present a strong service ethic while working as a server.

Schedule Description

SECTION D
Condition on Enrollment

1a. Prerequisite(s): *None*

1b. Corequisite(s): *None*

1c. Recommended: *None*

1d. Limitation on Enrollment: *None*

SECTION E
Course Outline Information

1. Student Learning Outcomes:
   A. Articulate the elements of exemplary customer service within hospitality.
   B. Implement the basics of banquet service.

2. Course Objectives: Upon completion of this course, the student will be able to:
   A. Recognize the elements of Sequence of Service.
   B. Understand team metrics of service.
   C. Solve basic customer service issues.
   D.

3. Course Content

1. Sequence of service
2. Team Metrics
3. Problem solving customer service issues
4. Best practices for product knowledge
5. Upselling techniques
6. The elements of banquet service
7. Industry standards
8. Effective and efficient practices
9. Role of the banquet server
10. Service ethics

4. Methods of Instruction:
   Discussion:
   Lecture:
   Observation and Demonstration:

5. Methods of Evaluation: Describe the general types of evaluations for this course and provide at least two, specific examples.

Typical classroom assessment techniques

Class Work -- 1. Role playing course concepts 2. Engage in banquet service simulation

Non-credit Course

6. Assignments: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.
   A. Reading Assignments
   B. Writing Assignments
   C. Other Assignments
      None

7. Required Materials
   A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.

   B. Other required materials/supplies.

8. CB Codes
CB04 Credit Status:	N - Noncredit
CB08 Basic Skills Status:	N - Not Basic Skills
CB10 Course COOP Work Exp-ED:	NCOOP = Not part of Coop Work Exp
CB11 Course Classification Status:	