

Montgomery County Community College
 CUL 272
 Front of the House Operations
 3-1-4

COURSE DESCRIPTION:

This course presents the principles of the front of the house operations within a restaurant. This hands-on course will instruct students on the various positions of the Front of the House (including servers, hosts, bussers, bartenders, bar backs, and managers). In this live learning lab, students will learn the fundamentals of table set-ups, styles of service, position responsibilities handling of monies, point of sales (POS) systems, reservations, and how to serve customers in a restaurant. Students will operate the front of the house portion of Hospitality Institute's restaurant in conjunction with CUL282 Restaurant Operations class.

REQUISITES:

CUL 105 Safety & Sanitation

COURSE COMMENT(S):

Students must wear the dining room uniform. Student must have current ServSafe Manager's Certification and or permission from the program coordinator.

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Describe the mechanics of proper table service as it pertains to American, English, Russian, French, and buffet service.	Lecture Lab Assigned Readings	Written Exam
2. Describe the importance of communication between the front and back of the house employees.	Lecture Lab Assigned Readings Case Studies	Written Exam Practical Exam Case Studies
3. Explain the various functions of dining service personnel (hosts, servers, bartenders, bar backs, bussers, front and back waiters, expeditors, managers).	Lecture Lab Assigned Readings	Written Exam Practical Exam

LEARNING MATERIALS:

Remarkable Service: The Culinary Institute of America 3rd edition
Wiley