

**Virginia Western Community College**  
**HRI 225**  
**Menu Planning & Dining Room Service**

**Prerequisites**

None

**Course Description**

Covers fundamentals of menu writing, types of menus, layout, design and food merchandising, and interpreting a profit and loss statement as it relates to menu pricing. Analyzes menus for effectiveness. Instructs on proper dining room service, customer seating, and dining room management. Emphasizes use of computer in management of food service operations.

**Semester Credits: 3 Lecture Hours: 3 Lab/Clinical/Internship Hours: 0**

**Required Materials****Textbook:**

1. McVety, Paul J., Ware, Bradley J., Ware, Claudette Levesque. Fundamentals of Menu Planning 3rd Edition 9780470072677. John Wiley & Sons, Inc. Hoboken, New Jersey. Dahmer, Sondra; Kahl, Kurt W. 2. Restaurant Service Basics. 2nd Edition 9780470107850. John Wiley & Sons, Inc. Hoboken, New Jersey

**Other Required Materials:**

2 (preferred) full uniforms, consisting of: Chef Jacket with school logo and name, black & white checkered pants, neckerchief, slide, white apron, white chef hat, black closed heel and toe, non-skid shoes.  
b. Notebook, PEN, calculator, Sharpie marker

**Course Outcomes**

**At the completion of this course, the student should be able to:**

- Understand and demonstrate the various styles of table service
- Plan, cost, and price a menu.
- Understand the concepts of different menu styles.
- Understand how to achieve various napkin folds
- Demonstrate how to properly carry trays of food.
- Understand and exemplify professionalism
- Demonstrate conflict resolution skills
- Demonstrate integrity
- Demonstrate team work skills
- Demonstrate diversity awareness

- Demonstrate effective speaking and listening skills
- Demonstrate critical thinking and problem solving skills
- Demonstrate healthy behaviors and safety skills
- Demonstrate time, task and resource management skills
- Demonstrate job specific mathematic skills
- Demonstrate a positive work ethic
- Demonstrate the general rules of table settings and service
- Demonstrate communication with diverse groups
- Identify types of dining service techniques
- Identify types of dining establishments
- Demonstrate procedures for marketing to customers
- Explain interrelationships and workflow between dining room and kitchen operations.
- Identify the various types of menus and various types of menu pricing
- Demonstrate the costing out of a menu
- Identify the meaning of the word demographics and how it is used in menu planning

## **Topical Description**

### **Fundamentals of Menu Planning**

#### Chapter 1: New trends in the foodservice industry

- Foodservice trends
- Appetizers
- Soups
- Salads
- Sandwiches
- Entrees
- Accompaniments
- Desserts
- Beverages
- Tea menus

#### Chapter 4: Foodservice menus

- Menu styles
- Breakfast menus
- Brunch menus
- Luncheon menus
- Dinner menus
- Tasting menus
- Special occasion menus
- Ethnic menus
- Specialty menus

- Catering menus
- Room service menus
- Institutional menus
- Wine menus
- Dessert menus
- Tea menus
- Lounge menus

#### Chapter 5: The yield test

- Defining the yield test
- Types of yield tests
- Calculating a yield test
- Edible yields percentage
- Software packages

#### Chapter 7: Recipe costing

- Assigning the task of recipe costing
- The importance of recipe costing
- Guidelines for costing out a recipe
- How to cost out a recipe
- Recipe costing software

#### Chapter 8: Characteristics of a menu

- Issues for consideration
- Paper
- Print
- Color
- Balance
- Variety
- Composition
- Descriptive copy
- Truth-in-menu
- Menu labeling
- Listing of items
- Size of menu
- Cover design
- Menu design software

#### Chapter 9: Sales History

- Sales history background
- Benefits of the scatter sheet

- How a scatter sheet works
- Production sheet
- Menu engineering
- Software programs available

## Restaurant Service Basics

### Chapter 1: The server

- Advantages
- Qualifications
- Personal appearance
- Your role in the restaurant organization
- Teamwork with coworkers and supervisors
- Issues regarding restaurant employment

### Chapter 2: Types of establishments, types of service and table settings

- Types of establishments
- Types of table service
  - French
  - Russian
  - American
  - English
  - Banquet
  - Family style
  - Buffets
  - Salad bars, oyster bars, and desserts tables

### Chapter 3: Before the Guests arrive

- Station assignments
- Reservations
- Dining room preparation
- Studying the menu
- Closing the dining room

### Chapter 4: Initiating the service

- Seating guests
- Approaching the guests
- Taking orders
- Appropriate topics of conversation
- Answering questions
- Making suggestions and increasing sales
- Timing the meal

- Placing orders in the kitchen
- Picking up orders from the kitchen

#### Chapter 5: Serving the meal

- Serving tables and booths
- Efficiency when serving
- Handling unusual circumstances
- The guest check and payment
- Receiving the tip

#### Chapter 6: Safety, Sanitation and emergency procedures

- Safety: preventing accidents
- Food safety and sanitations responsibilities
- Emergency procedures

#### Chapter 7: Handling service using technology

- Computers in restaurants
- Components of a POS system
- Taking orders using a POS system
- Getting orders to and from the bar and kitchen
- Completing each transaction
- Closing at the end of the day
- Advantages of a POS system
- Advantages and disadvantages of handheld order terminals
- Restaurant reservations and table management
- Advantages of restaurant reservation and table management software
- Guest paging
- Advantages of guest paging

#### Chapter 8: Wine and bar service

- Significance of serving wine, beer and liquor
- The concern about serving alcohol in restaurants
- Wine service
- Beer Service
- Liquor service
- Nonalcoholic drinks

### **Notes to Instructors**

- None