

Virginia Western Community College

HRI 225

Menu Planning & Dining Room Service

Prerequisites

None

VCCS 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.

VWCC Discipline Specific Course Description

N/A

Semester Credits3

Lecture Hours: 3

Required Materials

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

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:

N/A

VCCS COURSE OUTCOMES

- N/A

Note to Instructors

Table service takes place with CUL 207 American Regional Class the last 4 to 6 classes before the final exam.

VWCC AND DISCIPLINE SPECIFIC 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

VCCS TOPICAL DESCRIPTIONS

- N/A

VWCC AND DISCIPLINE SPECIFIC TOPICAL DESCRIPTIONS

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 sanitation 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

[TITLE IX STATEMENT](#)

[ADA STATEMENT](#)

