



UNIVERSITY *of* MARYLAND
EASTERN SHORE

SCHOOL *of* BUSINESS AND TECHNOLOGY
Department of Hospitality and Tourism Management

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COURSE OUTLINE - SYLLABUS

1. GENERAL INFORMATION:

- 1.1 Course: FMGT 110 – Restaurant and Table Service – 2 Credits Hrs.
- 1.2 Meeting Time: Laboratory, Mon. or Wed. 9:00am – 1:50pm
- 1.3 Instructor: Ms. Aleksandra Butler M.S.
- 1.4 Text: (Required)
- 1.5 Office Hours: By appointment.

1.6 **HTM Department Mission and Philosophy:** The Mission of the Department of Hospitality and Tourism Management (HTM) within the School of Business and Technology is to prepare entry level hospitality management professionals with **essential skills** for long term hospitality career success and industry leadership.

1.7 **Disability Statement:** Students capable of success, regardless of their disabilities are admitted to the university. The faculty and staff of the University of Maryland Eastern Shore work cooperatively to assist their students in achieving their educational goals. Moreover, students with disabilities are accommodated in accordance with both federal and state laws. To receive special accommodations for a disability, the student must register with Student Disability Services (SDS) before any accommodations can be granted. At the time of registering for disability services, please bring documentation to support your claimed disability. The documentation must be recent and provided by a licensed professional with expertise in the special disability area. If you have any questions about disability services or accommodations, please contact Dr. Dorling K. Joseph at (410) 621-3446. Student Disability Services (SDS) is located in the Student Services Center (SSC, Suite 2165).

2. COURSE DESCRIPTION:

This is an introductory class to the organization and management of the front of the house (restaurant). Students learn to plan, write standards, schedule labor and execute service for up to fifty customers. A uniform is required. (College Catalog – 2015-16)

3. COURSE OBJECTIVES:

- 3.1 **General:** This course is designed to introduce students to the basic skills and management of the restaurant. It will also introduce students to the “hourly-skills” positions including “Server”, “Runner”, “Beverage Service”, and “Event Manager” typical of “big-event” service in both plated and buffet styles.
- 3.2 **Program Learning Outcomes (PLOs):** 1, 5. This course will address three of the HRM program student learning outcomes.
- 3.2.1 PLO #1 – Hospitality Attitude - apply the principles of hospitality operations, and utilize professional terminology while exhibiting/demonstrating hospitality professionalism and demeanor.
- 3.2.2 PLO #5 – Relevant Work Experience- demonstrated high levels of hospitality professionalism and demeanor while accumulating at least 1,000 hours of hospitality/tourism industry work experience with emphasis on managerial skill awareness.
- 3.3 **Course Learning Outcomes (CLOs):** Upon completion of this course the student will be able to:
- 3.3.1 Identify performance standards in compliance with provided format. - 2 *
- 3.3.2 Explain the set-up and breakdown of a standard in operation dish machine and recommend “trouble shooting” efforts to correct malfunction or shutdown.-2 *
- 3.3.3 Identify the process of organizing and scheduling labor for up to fifty customers. -2 *
- 3.3.5 Set-up manage and execute full table service for up to fifty customers. -3*
- 3.3.6 Discuss familiarity with Western styles of service in addition to American, which includes Russian, English, and French.-2*

* **Bloom’s Taxonomy learning level**

4. CONDUCT OF COURSE:

4.1 Prerequisites: none

4.2 Attendance: Note, UMES/School of Business & Technology Policy

4.2.1 Class attendance is compulsory for all students.

4.2.2 "Excused absences" are those absences incurred by the student's participation in college class-sponsored activities. Examples include band, chorale, gospel choir, athletic teams, field trips, etc.

4.2.3 Every student is responsible for informing his/her instructor of impending absence(s) from class when the student has such information beforehand.

4.3 Activities: Laboratory classes to learn the basic skill positions in the dining room. Each student will serve food, be a food runner, cover the beverage station, and manage an event. Students may experience large events, which are to be determined.

Class, laboratory, and event attendance is paramount. In the service industry, tardiness is not acceptable. Students not present at the beginning of class are counted as absent.

4.4 Important rules:

- Arrive on time- tardiness -10 points
- Lack of uniform – first offense-deduct 10 points, second offence -20 points, third offense- minus one full letter grade
- Usage of cell phone during dining room events is not allowed
- Any absence must be communicated prior to the class starting
- Hair must be pulled back or up
- Proper grooming and hygiene must be followed
- Locker rooms must be utilized

5. FINAL GRADE DETERMINATION

Server Rotation 10%	10 Points
Runner Rotation 10%	10 Points
Beverage Support Rotation 10%	10 Points
Event Assistant Manager Rotation 10%	10 Points
Mid-Term Written Exam 15%	15 Points
Final Written Exam 15%	15 Points
Non Event Class Attendance 15%	15 Points
Homework 15%	15 Points
<u>Total</u>	<u>100 Points</u>

GRADE POINT VALUES:

Percent	Letter Grade	= Quality Points per Hour
90%	A	4.0
80%	B	3.0
70%	C	2.0
69%	D	1.0
Below 69%	F	0.0

6. REFERENCES: TBA**7. SCHEDULE OF DATES, TOPICS, AND ASSIGNMENTS**

<u>Date</u>	<u>Topic</u>	<u>Assignment</u>
Week 1:	Introduction	
Week 2:	Dining Room Practice	
Week 3:	Lecture, Discussion, Application	TBA
Week 4:	Dining Room Practice	
Week 5:	Lunch One	
Week 6:	Lecture, Discussion, Application	TBA
Week 7:	Lunch Two	
Week 8:	Spring Break	
Week 9:	Lecture, Discussion, Application	TBA
Week 10:	Lunch Three	
Week 11:	**HTM & Concert Choir/LDA	TBA
Week 12:	Lecture, Discussion, Application	TBA
Week 13:	Lunch Four	
Week 14:	Lunch Five	
Week 15:	Lunch Six	