COURSE SYLLABUS

HRM 205 -- RESTAURANT SERVICE MANAGEMENT — FALL 2010

INSTRUCTOR: PROF. DAVID COHEN
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Office Hours: To be arranged. It is always best to make an appointment to assure I will be in the office and/or online since office hours are sometimes interrupted by meetings etc. To make an appointment, you can send an E-mail or call my office.

COURSE DESCRIPTION

Introduces the principles and techniques of waiting tables and doing table setups. The course includes an analysis of the service management responsibilities associated with the operation of restaurants. (3 credit hours) (2hr lecture, 2 hr lab)

PREREQUISITES

HRM 101

REQUIRED TEXT

GOOD TABLE SERVICE, CORNELL SCHOOL OF HOSPITALITY MANAGEMENT (RECENT EDITION)

Student Performance Objective: At the completion of this course, students will understand the full range of managerial and operational procedures necessary to manage, control, and operate an effective restaurant operation.

  1. Identify the differences and similarities between commercial and noncommercial food service operations.
  2. Describe the steps required to set up and implement a system of staffing.
3. Discuss the development of food and beverage service standards and the systems necessary to manage and evaluate those standards.
4. Describe the role of the menu as the foundation in a food service operation.
5. Describe the differences between various restaurant kitchen and dining room layouts.

EVALUATION AND ASSESSMENT

- Exam 1 – 25%
- Exam 2 -- 25%
- Exam 3 -- 25%
- Class Participation, Professionalism, and Attention to Detail in Roll Playing assignments 25%

The grade for this course will be determined based on achievement and performance in role playing scenarios. The person who goes beyond the minimum requirements will definitely get the better grade.

Grades when submitted are final and will not be changed unless there was a computational error or other error on the part of the instructor. If you need a certain grade in this course to maintain or increase your grade point average, you must put the appropriate amount of effort into the class requirements to earn that grade.

COURSE CONTENT

- Introduction to the Restaurant Business
- Psychology of Service
- Food and Beverage Service
- Employer/Employee relations
- Food Facilities Planning
- Menu Development
- Kitchen Equipment
- Dining Room Equipment
- Dining Room Set-ups and Management
- Table Service
- Catering & Banquet
- Catering /ALCOHOLIC BEVERAGES

ABOVE SEQUENCE IS SUBJECT TO CHANGE
### COURSE OUTLINE AND CALENDAR

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<th>Dates</th>
<th>Topic/Activity</th>
<th>Events/Assignments Due</th>
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Note to Students: This Course Outline and Calendar is tentative and subject to change, depending on the progress of the class.
Special Note on the Tutoring Center The Henry and Edith Cerullo Learning Assistance Center encompasses the Tutoring Center, the English Language Resource Center, and the Writing Center. The website of the Learning Assistance Center is located at www.bergen.edu/pages/2192.asp. Tutoring services are available for this course in the Tutoring Center. I strongly recommend that you make use of those services as we progress through the semester. As listed above, the Tutoring Center is located in Room L-125, and its phone number is 201-447-7908. You can also make appointments for tutoring online through the BCC Virtual Campus, which is located at www.bergen.edu/pages/2864.asp. Click on the link for the "Tutoring Appointment System."


The schedule and procedures in this course, as outlined in this syllabus, are subject to change in the event of extenuating circumstances and/or as deemed appropriate by the professor.