



RSTO-1304-121C2

**Dining Room Services
Fall 2025**

**Time and days of course
10/13/2025-12/04/2025 Wednesday/Thursday 5:00-8:50pm**

Instructor Information: Brittany Shelby, bshelby1@com.edu, 409-933-8291

Student hours and location: MCC Suite 4000-200C

Monday	2:00-5:00
Tuesday	2:00-5:00
Wednesday	1:50-2:30
Thursday	1:50-2:30
Friday	By Appointment Only

Required Textbook/Materials: Restaurant Service Basics by Sondra J. Dahmer and Kurt W. Kahl 2nd Edition
ISBN:978-0-470-10785-0

Materials: Black chef jacket, black or check chef pants, black chef hat, slip resistant shoes, 2-inch Binder

Course Description: Introduces the principles, concepts, and systems of professional table service. Topics include dining room organization, scheduling, and management of food service personnel.

Course requirements:

This coursework is divided into 4 categories:

1. **Key Terms:** Students will define key terms from each assigned chapter and submit for grading, Students must make sure they are writing definitions from textbook and not copying from Google.
2. **Exams:** Exams assess students' knowledge of the class materials.
3. **Review Questions and In class Activities:** These assignments are completed during lectures or as homework to reinforce understanding of the class materials. In class activities are scenario based and students are expected to participate.
4. **Projects and Service Days:** Students will complete a project that aligns with course objectives throughout the semester and present a final presentation during finals week. Service days are represented by days the student ran restaurant is open.

Determination of Course Grade/Detailed Grading Formula:

Key Terms	16%
Review Questions	24%
Service/ Lab Days	28%
Project	32%
100%	

Late Work, Make-Up, and Extra Credit Policy

- Exams: No makeup unless approved; 15-point deduction/day up to 2 days.

- Projects & Presentations: No makeups; missing = zero without approval.

- Assignments: Late only with approval; 10-point deduction/day up to 3 days circumstance

- **Extra Credit: May be offered at the instructor's discretion.**

**In case of a personal emergency, please notify the instructor as soon as possible. Efforts will be made to accommodate the situation fairly, and supporting documentation may be required.

Attendance Policy

Attendance is based on physical presence in the classroom and will be taken during each class session. Students will earn attendance credit only when physically present. In an 8-week course, students are allowed to miss a maximum of two (2) class sessions. Exceeding this limit may result in withdrawal from the course at the instructor's discretion.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via D2L or other LMS)

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
1. Identify and utilize equipment and supplies used in table service	Personal Responsibility Skills	Chapter 2: Table Settings
2. specify the types of table service and the serving sequence for each type of service	Personal Responsibility Skills Communication Skills	Chapter 2: Types of Table Service
3. properly prepare dining room and side station for service	Communication Skills Critical Thinking Skills	Chapter 3: Before the guests arrive
4. explain the relationship of waitstaff to customers and their perception of the establishment;	Critical Thinking Skills Communication Skills	Chapter 4: Initiating the Service

5. employ principles of dining room organization, scheduling, and management of food service personnel	Critical Thinking Skills	Chapter 3: Before the guests arrive Project
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Academic Dishonesty: Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a grade of zero on that exam and the student will be referred to the Office of Student Conduct for the appropriate disciplinary action.

College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the online Student Handbook. <https://www.com.edu/student-services/student-handbook.html> Students are expected to be familiar with and abide by the Student Code of Conduct. Any violations of the Code of Conduct will result in a referral to the Dean of Students and may result in dismissal from this class.

Plagiarism is using someone else's words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else's words without giving proper citation, copying directly from a website and pasting it into your paper, using someone else's words without quotation marks. Any assignment containing any plagiarized material may receive a grade of zero and the student will be referred to the Office of Student Conduct for the appropriate disciplinary action.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Andrew Gregory Department Chair, Business and Accounting and Culinary Arts at 409-933-8339 or agregory2@com.edu.

Course outline:

Week #	Chapter	Wednesday	Thursday	Due
Week 1 Oct 13 – Oct 19	Chapter 1: The Server	Introduction, Icebreaker, Grooming Standards - Discuss roles of the server. - Review course syllabus and grading policies.	Table Setup Basics - Demonstrate flatware, napkin, and plate placement	
Week 2 Oct 20 – Oct 26	Chapter 2: Types of Establishments, Types of Service, and Table Settings	Types of Establishments & Service - Lecture and slideshow comparing casual, fine dining, buffet, and banquet service.	Napkin Folding & Table Settings - Demonstrate 3 types of napkin folds. - Students set tables in groups for various settings (formal, casual, buffet).	Thursday 10/23 Chapter 1 key terms and review questions Part 1 Due
Week 3 Oct 27 – Nov 2	Chapter 3: Before the Guests Arrive	Lecture on reservations, menu knowledge, POS systems.	Mock opening of service. - Students practice greeting and seating guests. Chapters 1-2 exam	Thursday 10/30 Chapter 2 key terms and review questions Part 2 Due
Week 4 Nov 3 – Nov 9	Chapter 4: Initiating the Service	Lecture Steps of service walkthrough.	Practice rounds in teams. - Students rotate as server and guest.	Thursday 11/6 Chapter 3 key terms and review questions Part 3 Due
Week 5 Nov 10 – Nov 16	Chapter 5: Serving the Meal	Tray carrying and plate delivery demo. - Discussion on timing and communication.	Multi-course practice service with timing challenge. - Assignment: Observe real service (off campus) and write 1-page reflection. Chapters 3-4 exam	Thursday 11/13 Chapter 4 key terms and review questions Part 4 Due
Week 6 Nov 17 – Nov 23	Chapter 6: Safety, Sanitation Procedures	Sanitation lecture with focus on front-of-house. - Walkthrough checklist: Dining Room Cleanliness.	Project Research Day	Thursday 11/20 Chapter 5 key terms and review questions Part 5 Due

Week 7 Nov 24 – Nov 30	Chapter 7: Handling Service Using Technology	POS system intro. - Simulation using tablets or printed POS cards Chapters 5-6 Exam	Thanksgiving	Wednesday 11/26 Chapter 6 key terms and review questions
Week 8 Dec 1- 5	Final	FINAL PROJECT Presentations		Wednesday 12/3 Chapter 7 assignments due

Institutional Policies and Guidelines

Grade Appeal Process:

Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook <https://www.com.edu/student-services/student-handbook.html>. An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.

Academic Success & Support Services:

College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement:

Any student with a documented disability needing academic accommodation is requested to contact:

Kimberly Lachney, Student Accessibility Services Coordinator

Phone: 409-933-8919

Email: AccessibilityServices@com.edu

Location: COM Doyle Family Administration Building, Student Success Center

Textbook Purchasing Statement:

A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy:

Students may withdraw from this course for any reason prior to the last eligible day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1st 8-week session is October 1. The last date to withdraw from the 16-week session is November 14. The last date to withdraw for the 2nd 8-week session is November 25.

FN Grading:

The FN grade is issued in cases of failure due to a lack of attendance, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an FN grade.

Early Alert Program:

The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are very important to us. I have been

asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

Resources to Help with Stress:

If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Nondiscrimination Statement:

The College District prohibits discrimination, including harassment, against any individual on the basis of race, color, religion, national origin, age, veteran status, disability, sex, sexual orientation, gender (including gender identity and gender expression), or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy.