



**RSTO-1304-121C2**  
**Dining Room Services**  
**Spring 2025**

**Time and days of course**

03/10/2025-05/08/2025 Lecture Monday, Tuesday, Wednesday, Thursday 9:00-10:50 am.

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

**Student hours and location:** ICB 313-9 or MCC Suite 4000-200C

<b>Monday</b>	<b>1:30-3:30 pm</b>
<b>Tuesday</b>	<b>12:30 – 4:00 pm</b>
<b>Wednesday</b>	<b>1:30-3:30 pm</b>
<b>Thursday</b>	<b>By Appointment Only</b>
<b>Friday</b>	<b>By Appointment Only</b>

**Required Textbook/Materials:** Restaurant Service Basics by Sondra J. Dahmer and Kurt W. Kahl 2<sup>nd</sup> 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/Classroom Activities	24%
Exams	28%
Projects/Service Dyas	32%

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**100%**

**Late Work, Make-Up, and Extra-Credit Policy:**

5-point deduction each day assignment is late

Extra-Credit Policy: Extra credit is announced throughout the semester

**Attendance Policy:** Students are expected to be present every day. Students should sign in and out each day.

**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)

<b>Student Learner Outcome</b>	<b>Maps to Core Objective</b>	<b>Assessed via this Assignment</b>
1. Identify and utilize equipment and supplies used in table service	Personal Responsibility Skills	<b>Chapter 2: Table Settings</b>
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

**Academic Dishonesty:** Students are expected to complete their work honestly, ethically, and in accordance with academic standards.

**Academic Dishonesty Violations**

Academic dishonesty includes, but is not limited to:

- Plagiarism (using others' words, ideas, or work without proper attribution)
- Cheating on exams or assignments
- Copying work from other students
- Unauthorized collaboration on individual assignments
- Submitting the same work for multiple courses without permission
- Using unauthorized materials during exams
- Fabricating or falsifying data
- Helping another student cheat or plagiarize

### **Consequences**

#### **First Violation:**

The student will receive a zero (0) for the assignment in question. The instructor will document the incident and meet with the student to discuss the violation and review this policy.

#### **Continued Violations:**

Subsequent incidents of academic dishonesty will result in:

1. A zero (0) for the assignment
2. Formal reporting to the Dean of Students
- 3.

**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](mailto:agregory2@com.edu).

#### **Course outline:**

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## Dining Room Services Tentative Course Schedule

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<b>Week</b>	<b>Chapter</b>	<b>Key Terms/Review Questions Due</b>	<b>Project Due Date</b>	<b>Exam Due Date</b>
<b>1 March 10</b>	<b>Chapter 1: The Server</b>	<b>March 24</b>	<b>March 24</b>	<b>March 24</b>
<b>Spring break March 17</b>				
<b>2 March 24</b>	<b>Chapter 2: Types of Establishments, Types of Service, and Table Settings</b>	<b>March 27</b>	<b>March 30</b>	<b>March 31</b>
<b>3 March 31</b>	<b>Chapter 3: Before the Guests Arrive</b>	<b>April 3</b>	<b>April 6</b>	<b>April 7</b>
<b>4 April 7</b>	<b>Chapter 4: Initiating the Service</b>	<b>April 10</b>	<b>April 13</b>	<b>April 14</b>
<b>5 April 14</b>	<b>Chapter 5: Serving the Meal</b>	<b>April 17</b>	<b>April 20</b>	<b>April 21</b>
<b>6 April 21</b>	<b>Chapter 6: Safety, Sanitation Procedures</b>	<b>April 24</b>	<b>April 27</b>	<b>April 28</b>
<b>7 April 28</b>	<b>Chapter 7: Handling Service Using Technology</b>	<b>May 1</b>	<b>May 4</b>	<b>May 5</b>
<b>8 May 5 last day May 8</b>		<b>Project Due Date TBA</b>		

## 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/docs/Student\\_Handbook\\_2024-2025\\_v2.pdf](https://www.com.edu/student-services/docs/Student_Handbook_2024-2025_v2.pdf). *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 accommodations is requested to contact:

Kimberly Lachney, Student Accessibility Services Coordinator

Phone: 409-933-8919

Email: [AccessibilityServices@com.edu](mailto: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 1<sup>st</sup> 8-week session is February 26. The last date to withdraw from the 16-week session is April 21. The last date to withdraw for the 2<sup>nd</sup> 8-week session is April 30.

**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](mailto:deanofstudents@com.edu) or [communityresources@com.edu](mailto: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.

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