

Course Objectives/Course Outline
Spokane Community College

Course Title: A la Carte Service
Prefix and Course Number: CUL 131

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Demonstrate service excellence in a restaurant setting
- Set place settings in a variety of styles
- Fold napkins in a variety of fold styles

Course Outline:

- I. The Importance of Service
 - A. Reasons to Provide Good Service
 - B. Service Definition
 - C. Excellent Service
 - D. Poor Service
 - E. The Psychology of Service
 - F. Being ubiquitous
 - G. Qualifications of a Successful Manager
- II. The Importance of Sanitation and Appearance
 - A. Sanitation
 - B. Consumer Orientation
 - C. Manager's Influence
 - D. Cleanliness
- III. Styles of Service and Place Settings
 - A. Types
 - B. History of Service
 - C. French Service
 - D. Russian Service
 - E. Caesar Ritz
 - F. Table Coverings
 - G. American Service
 - H. Banquet Service
 - I. Buffet Service
- IV. Proper Guidelines for Service
 - A. Excellent Service
 - B. Competency
 - C. Sidetowels
 - D. Trays and Sidestands
 - E. Guidelines for American A la Carte and Banquet Service
 - F. Guidelines for French and Russian Style Service

- V. The Styles of Service
 - A. American Styles
 - B. Service Personnel
 - C. Qualities of Service Personnel
 - D. Stations
 - E. Sidework
 - F. Restaurant Success
 - G. Sequence of Courses
 - H. Methods of Service
 - I. Wine Service