

Print Date: 7/29/14  
**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** Presidential  
**Prefix and Course Number:** CUL 260

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**Course Learning Outcomes:**

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

- exhibit professional demeanor with guests
- prepare a formal setting appropriately
- follow proper serving etiquette throughout service

**Course Outline:**

- I. Training the Service Staff
  - A. The Manager's Role
  - B. Learning the Menu
  - C. Merchandising Food and Beverage
  - D. Taking Orders
  - E. Serving the Meal
- II. Organizing the Dining Room for Guests
  - A. The Host or Hostess
  - B. Host's Responsibilities
  - C. Dining Room Organization
  - D. Scheduling the Employees
- III. Managing the Dining Experience
  - A. Planning Reservations
  - B. Operation of the dining Room
  - C. The Seven Deadly Sins of Service
  - D. Customer Relations/Global Awareness