

# HM 190 : DINING ROOM OPERATIONS

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## Transcript title

Dining Room Operations

## Credits

5

## Grading mode

Standard letter grades

## Total contact hours

110

## Lecture hours

20

## Lab hours

90

## Course Description

Covers elements of customer service in a real-life dining room setting including culture and delivery, standards of service, causes of service breakdowns, and service recovery techniques. Provides customer service strategies using systems, technologies, and communication skills to serve diverse customer needs. Emphasizes service styles and guidelines, guest relations, management systems, and equipment identification and handling. Results in the following industry certifications: Oregon Liquor Control Commission (OLCC) Alcohol Service Permit and the Federation of Dining Room Professionals (FDRP) Dining Room Associate and Wine Steward Associate Certificates.

## Course learning outcomes

1. Demonstrate steps of food and beverage service as it relates to customer service in the hospitality industry.
2. Demonstrate systems related to sanitation and safety practices in the dining room and how they directly relate to the guest experience.
3. Explain the importance of and demonstrate suggestive selling and merchandising to the guest.
4. Explain the importance of effective communication with diverse staff and guests.
5. Examine the specialized needs of diverse customers and prepare to treat all customers with empathy and respect.

## Content outline

- Guest service
- Hospitality service culture
- Verbal communication
- Nonverbal communication
- Listening to guests
- Special need of guests
- Customer service and behavior
- Service breakdowns
- Safety and sanitation
- Selling

- Merchandising
- Guest diversity
- Staff diversity

## Required materials

Required textbook and uniform.

## General education/Related instruction lists

- Human Relations