



HOSPN 601 - Culinary Customer & Banquet Service Course Outline

Approval Date: 12/14/2017

Effective Date: 06/01/2018

SECTION A

Unique ID Number CCC000592395

Discipline(s) Culinary Arts/
Restaurant Management

Division Career Education and Workforce Development

Subject Area Hospitality-Noncredit

Subject Code HOSPN

Course Number 601

Course Title Culinary Customer & Banquet Service

TOP Code/SAM Code 1306.30 - Cooking and Related Culinary Arts, General* / C - Occupational

Rationale for adding this course to the curriculum This course is an adaptation of existing fee-based courses in NVC's Small Business Development Center (SBDC) and appropriated specifically for pre-college / pre-credit program adult students. This course is designed for career and college preparation and can be offered in part to the AEBG Consortium (Career Success Network).

Cross List N/A

Typical Course Weeks 1

Total Instructional Hours

Contact Hours

Lecture 6.00

Lab 0.00

Activity 0.00

Work Experience 0.00

Total Contact Hours 6.00

Open Entry/Open Exit No

Maximum Enrollment

Grading Option Non-credit Course

Distance
Education Mode of On-Campus
Instruction

SECTION B

General Education Information:

SECTION C

Course Description

Repeatability May be repeated 0 times

Catalog Description This class will explore the differences between customer service and hospitality, and provide an overview of the basics of banquet service including the tools to be successful in an entry level service position. Students will explore Sequence of Service; establishing team metrics for service; problem solving customer service issues and best practices for product knowledge and upselling techniques. This hands-on training will familiarize students with industry procedures, train servers on efficiently and effectively performing the role of a banquet server and provide the basics to present a strong service ethic while working as a server.

Schedule
Description

SECTION D

Condition on Enrollment

- 1a. **Prerequisite(s):** *None*
- 1b. **Corequisite(s):** *None*
- 1c. **Recommended:** *None*
- 1d. **Limitation on Enrollment:** *None*

SECTION E

Course Outline Information

1. Student Learning Outcomes:

- A. Articulate the elements of exemplary customer service within hospitality.
- B. Implement the basics of banquet service.

2. Course Objectives: Upon completion of this course, the student will be able to:

- A. Recognize the elements of Sequence of Service.
- B. Understand team metrics of service.
- C. Solve basic customer service issues.
- D.

3. Course Content

- 1. Sequence of service
- 2. Team Metrics
- 3. Problem solving customer service issues
- 4. Best practices for product knowledge
- 5. Upselling techniques
- 6. The elements of banquet service
- 7. Industry standards
- 8. Effective and efficient practices
- 9. Role of the banquet server
- 10. Service ethics

4. Methods of Instruction:

Discussion:

Lecture:

Observation and Demonstration:

5. Methods of Evaluation: Describe the general types of evaluations for this course and provide at least two, specific examples.

Typical classroom assessment techniques

Class Work -- 1. Role playing course concepts 2. Engage in banquet service simulation

Non-credit Course

6. Assignments: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.

A. Reading Assignments

B. Writing Assignments

C. Other Assignments

None

7. Required Materials

A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.

B. Other required materials/supplies.

8. CB Codes

CB04 Credit Status:

N - Noncredit

CB08 Basic Skills Status:

N - Not Basic Skills

CB10 Course COOP Work Exp-ED:

NCOOP = Not part of Coop Work Exp

CB11 Course Classification Status:

L = Non-enhanced Funding

CB13 Special Class Status:

N - Not a Special Class

CB21 Prior Transfer Level:

Y - Not applicable

CB22 Noncredit Category:

I - Short-term Vocational

CB23 Funding Agency Category:

Y - Not Applicable

CB24-Program Course Status:

2 = Stand-alone