

HOSPNC-601: CULINARY CUSTOMER & BANQUET SERVICE

Justification for this inactivation request

This was an SBDC class that is no longer being offered.

Effective Term

Fall 2025

CC Approval

11/01/2024

AS Approval

11/14/2024

BOT Approval

11/21/2024

COCI Approval

03/12/2025

SECTION A - Course Data Elements**CB04 Credit Status**

Noncredit

CB22 Noncredit Category

Workforce Preparation

Discipline

Minimum Qualifications	And/Or
Culinary Arts/Food Technology (Any Degree and Professional Experience)	Or
Restaurant Management (Any Degree and Professional Experience)	

Subject Code

HOSPNC

Course Number

601

Department

Hospitality Noncredit

Division

Career Education and Workforce Development (CEWD)

Full Course Title

Culinary Customer & Banquet Service

Short Title

Culinary Cust & Banquet Serv

CB03 TOP Code

1306.30 - *Culinary Arts

CB08 Basic Skills Status

NBS - Not Basic Skills

CB09 SAM Code

C - Clearly Occupational

SECTION B - Course Description

Catalog Course 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.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit

No

Repeatability

Unlimited - Noncredit OR Work Experience Education

Grading Options

No Grade-Noncredit

Allow Audit

Yes

Requisites

SECTION D - Course Standards

Is this course variable hour?

No

Total Instructional Hours

6.00

Distance Education Approval

Is this course offered through Distance Education?

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Entirely Online	Permanent
Hybrid	Permanent
Online with Proctored Exams	Permanent

SECTION E - Course Content

Student Learning Outcomes

Upon satisfactory completion of the course, students will be able to:	
1.	Articulate the elements of exemplary customer service within hospitality.
2.	Implement the basics of banquet service.

Course Objectives

Upon satisfactory completion of the course, students will be able to:	
1.	Recognize the elements of Sequence of Service.
2.	Understand team metrics of service.
3.	Solve basic customer service issues.

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 ethic

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Discussion	
Lecture	

Online Adaptation

Types	Examples of learning activities
Activity	
Directed Study	
Discussion	
Group Work	
Journal	
Lecture	

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards
 Discussion Boards
 E-mail Communication
 Video or Teleconferencing

Student-Initiated Online Contact Types

Discussions
 Group Work

Course design is accessible

Yes

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Other	Class Work 1. Role playing course concepts 2. Engage in banquet service simulation.

Assignments

SECTION G - Diversity, Equity and Inclusivity

Course Codes (Admin Only)

CB10 Cooperative Work Experience Status

N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status

L - Non-Enhanced Funding

CB13 Special Class Status

N - The Course is Not an Approved Special Class

CB23 Funding Agency Category

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Not Program Applicable

Allow Pass/No Pass

No

Only Pass/No Pass

No