Nashville State Community College  
Business & Applied Arts Division  
Culinary Arts  

Course Title: CULA 1240 Dining Room Service  
Credits 2  
Class Hours  

An introduction to the various styles of table service and service standards required of professional wait personnel. Guest relations, order taking, and organization of the dining room will be studied. Students will gain experience through practice within a simulated service environment. Beverage management issues include inventory & purchasing, proper use of glassware, types of wine and wine regions, and the pairing of wine with food.

Instructor Information:  
Name:  
Email:  
Office Phone:  
Office Location:  
Office Hours:  

Textbook and Other Materials:  
Textbook: There is currently no textbook used in this class. The instructor will provide or will direct students to the appropriate reading materials during the course of the semester.  
Reference Materials:  
Supplies:  

Course Outcomes:  
Upon successful completion of this course, students should be able to:  
1. Describe the importance of the customer service principles and their relationship to the dining experience  
2. Explain the French, Russian, English and American styles of table service  
3. Execute a variety of sandwich recipes with appropriate side items.  
4. Practice the service sequence from greeting to payment in a simulated service environment  
5. Describe the various grapes used in wine production and the major wine production regions of the world  
6. Explain the processes used to create the various beverages frequently used in food and beverage establishments, including:  
   Wine fermentation and production; Beer brewing – large scale and micro;  
   Distillation and Spirits production; Artisan waters; Coffees and Teas and soft beverages.
Course Competencies:
The following are detailed course competencies intended to support the course outcomes:

1. Demonstrate the American style of table service
2. Explain the differences in service methods for banquets, buffets, and a la carte
3. Describe the importance of the service sequence in relation to the guest’s overall experience
4. Describe the training methods used in for service personnel
5. Define and list the components of a properly produced cold sandwich plate, including garnish
6. Execute a series of cloth napkin folds
7. Demonstrate the proper placement of the components of a place setting
8. Identify the major species of grapes used in wine production
9. Identify the major French, American, Italian, German, Australian and Chilean wine producing regions
10. Describe the differences in labeling and identifying wines in France, United States, Italy and Germany.

The following are general education competencies intended to support the course outcomes:

1. Apply mathematical concepts to recipes and formulas.
2. Know how to locate, evaluate, and use information sources.
3. Use critical thinking skills.
4. Apply scientific thought processes to a range of situations.

Topics to Be Covered:

Course Assessments:
The following performance assessments will be used to demonstrate students’ understanding, knowledge and skills:
Class participation and assignments- 15%
Quizzes- 25%
Mid – Term- 25%
Final Exams- 35%

Grading Policy:

Grading Scale:
A = 90 – 100%
B = 80 – 89
C = 70 – 79
D = 60 – 69
F = Below 60
FA (see below)
FN (see below)

Per TBR policy, a student who does not officially drop or withdraw from a course, but receives a failing grade, will receive an “FA” if the last day of attendance was earlier than two-thirds into the part-of-term. That date equates to the last day to withdraw from the course.
An FN is awarded to students who never attended class.

**Uniform Standards**

1. Student uniform will consist of a white, double breasted chef’s coat and industry-standard Hounds tooth checked pants.
2. Colored chef ware or black pants is not allowed in lecture/production labs.
3. It is recommended that a plain white T-shirt be worn underneath the chef coat. Colored or brightly lettered t-shirts or colored undergarments are not acceptable worn underneath the chef coat. A long sleeved white t-shirt may be worn underneath the chef’s coat but should not show under the sleeve of the chef’s coat.
4. Acceptable footwear includes a sturdy black work shoe, either low or high top. Black commercial kitchen clogs are allowed. Sneakers, basketball shoes, cowboy boots, moccasins, sandals, loafers, hiking boots and similar footwear are not acceptable. Socks are to be worn.
5. Shoes are to be clean and polished at the start of lecture/production lab.
6. Students who arrive in class in either a partial uniform, dirty uniform or who fail to adhere to the above standards will be dismissed from that class and marked absent for the period.

**Hygiene**

1. Student’s hair must be neat, trimmed and clean. All of the student’s hair is to be tucked under the student’s hat.
2. Mustaches, beards, and sideburns must be clean, short and neatly trimmed. Male students are required to shave prior to a kitchen production session.
3. Personal hygiene must be maintained, including but not limited to daily bathing, clean hands and fingernails.
4. Chewing gum is not permitted in class.
5. Upon entering the lab, students are required to wash their hands in the hand sink. This includes after returning from any break or after touching the face or hair.
6. Acceptable jewelry includes a watch and/or wedding ring (plain gold band). Earrings may not dangle below the ear lobe.
7. Excessive makeup, any perfume or cologne, long and/or painted fingernails are not permitted.

**Class & Kitchen Standards**

1. No food, equipment or supplies are to be taken from the kitchen for personal use without the approval of the chef-instructor.
2. Profanity is not permitted in the kitchen or in any classroom environment.
3. No personal calls are to be made or received during class time.
4. **Please turn off cell phones and pagers when entering class!**
5. Students are expected to cooperate with all faculty, administrators and classmates.
6. Kitchen knives are working tools that are required of the professional chef. They also represent a considerable investment. Knife kits are required in the kitchen during the student’s scheduled lab, but **students are not permitted to carry their knife kits around campus. After class, knife kits should be returned to student’s vehicle or secured in a campus locker. The student is responsible for providing a lock. Knife kits are not permitted in any non-kitchen classroom!**
7. Breaks during lab session are at the chef’s discretion.
8. Classes have a scheduled dismissal time; however, the class will be dismissed as a whole by the chef when the kitchen is cleaned to the standards outlined in class. No one leaves until everyone leaves.

Make-up Procedures for Missed Assignments and Work:

Attendance Policy
A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. Absences in a course may affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student’s final grade.

General Standards
Classes will begin on time. You are required be in class in FULL uniform, prepared for class at the scheduled start time. Cell phones, pagers etc. should be turned off prior to the start of class. If you are anticipating an emergency phone call, please share this information with your instructor.

You are expected to take all quizzes and exams (theory & production) at the scheduled time. Make up quizzes will be given at the instructor’s convenience. Without prior arrangements, no makeup exams will be given.

A student who arrives late for class will be marked as tardy with the third (3rd) late occurrence counted as one (1) absence.

Academic Early Warning System
Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student’s academic standing.

Student Communication Channels
It is the student’s responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

Technology Statement
Nashville State’s classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through Desire2Learn (D2L) course shells. Computers are available for student use at each campus during campus open hours.
**ADA Compliance Statement**
Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721.

**Classroom Misconduct**
Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

**Academic Dishonesty (Honor Code)**
Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor’s permission, allowing someone else to copy or use your work, using someone else’s work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member’s signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an “F” or a “Zero” for the exercise, paper, or examination or to assign an “F” for the course. Students may appeal through the appropriate college grade appeal procedures.
RAVE Emergency Alert System
Emergency events can happen at any time and Nashville State Community College wants to be able to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at https://getrave.com/login/nscc to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email address. If you've never received an email from RAVE with your password, or if you need to reset your password, select “Forgot your password?” and a new password will be emailed to you. Should the RAVE system indicate “user not found”, select Register and create your own RAVE account.

Inclement Weather Policy
In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

CULA Program Questions
Contact Paul Brennen, the Program Director, with your questions, comments, or concerns regarding the program. Dr. Paul Brennen can be reached at: paul.brennen@nscc.edu or 615-916-5595.