Course Syllabus: CUL 2035 Table & Beverage Service

Term:

INSTRUCTOR:  
OFFICE:  
OFFICE PHONE:  
HOME PHONE:  
e - mail:  
OFFICE HOURS: Should these hours not be convenient to your schedule, please contact me for an appointment.

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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.

COURSE DESCRIPTION

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.

COURSE OUTCOMES: Upon successful completion of CUL 2035 students will:

- Describe the importance of the customer service principles and their relationship to the dining experience
- Explain the French, Russian, English and American styles of table service
- Execute a variety of sandwich recipes with appropriate side items.
- Practice the service sequence from greeting to payment in a simulated service environment

Revised 7-14
Describe the various grapes used in wine production and the major wine production regions of the world.

Explain the basic fermentation process used in the production of wine.

**COURSE COMPETENCIES:** The following are detailed course competencies intended to support the course outcomes.

- Demonstrate the American style of table service.
- Explain the differences in service methods for banquets, buffets, and a la carte.
- Describe the importance of the service sequence in relation to the guest’s overall experience.
- Describe the training methods used in for service personnel.
- Define and list the components of a properly produced cold sandwich plate, including garnish.
- Execute a series of cloth napkin folds.
- Demonstrate the proper placement of the components of a place setting.
- Identify the major species of grapes used in wine production.
- Identify the major French wine producing regions.
- Identify the major wine producing areas of the United States.
- Describe the differences in labeling and identifying wines in France and the United States.

**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.

**GRADING CRITERIA**

40% Mid – Term and Final Exams
30% Quizzes
30% Class participation and assignments
Exams will be short answer in format and will be cumulative for the semester. Each will be scored to 100 points. Quizzes will also be primarily short answer in format and will cover material discussed at intervals throughout the semester.

**GRADING SCALE**

A = 90 – 100%
B = 80 – 89
C = 70 – 79
D = 60 – 69
F = Below 60

**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. Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor’s course policy. FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required. FN= failure, never attended class (unofficial withdrawal)

**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.
ADA POLICY

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 Student Disabilities Office at 353.3721

CLASS MISCONDUCT AND PROCEDURES:

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

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.
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.

NOTE: This syllabus is meant simply as a guide and overview of the course. Some items are subject to change or may be revised at the instructor’s discretion. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.

The equipment in the teaching kitchen represents a considerable investment to Nashville State Community College, and as such, theft of any equipment will be taken seriously. Incidents of theft, no matter how small, will result in immediate failure of the course and a recommendation of suspension from the college. The instructor is responsible for preventing such incidents and will take appropriate action to insure they do not occur!