

SOUTHEAST COMMUNITY COLLEGE
COURSE SYLLABUS
Community Services and Extended Learning
Revision Date: 08-19-24

I. CATALOG DESCRIPTION

Course Number: FSDT1070
Course Title: Service Practicum
Prerequisite(s): FSDT1030

Catalog Description: Guest service for restaurant, banquet and buffet events, utilizing public relations skills. Practicum students will work in our student-run restaurant serving lunch and evening banquets and buffets to the public.

Credit Hours: 1.0
Class Hours: 0
Practicum Hours: 45
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will:*

- A. Provide an environment for students to practice guest service.
- B. Create an opportunity for students to set up and tear down a dining area.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. Serve guests correctly using the American style of service.
 - 2. Demonstrate knowledge of correct table settings.
 - 3. Demonstrate correct table clearing techniques.
 - 4. Communicate effectively with guests.
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO #1: Speech Communication
 - Outcome 3: Assess an audience and situation so as to adapt verbal and nonverbal messages to best meet the needs and expectations of the audience.

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information.*)

- A. Proper service
- B. Proper dining room set-up
- C. Tear-down
- D. Customer service
- E. Guest evaluations

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): None
- B. Other Resources:
 - 1. Hands on training and service in restaurant
 - 2. Online websites/audiovisuals
 - 3. Class presentations
 - 4. Computer with internet access

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Methods of presentation typically include a combination of the following:

1. Hands-on training and service in restaurant

VII. METHODS OF EVALUATION

- A.** Methods of evaluation typically include a combination of the following:

1. Attendance and Lab Evaluation

B. SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII. SPECIFIC COURSE REQUIREMENTS:

- A.** Successful completion of all exams, projects and additional assignments.
B. A grade of 70% (C) or better needed in degree programs.