

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

I. CATALOG DESCRIPTION

Course Number: FSDT2144

Course Title Banquet/Buffer FOH Operations and Management

Pre-requisite(s): FSDT2020

Catalog Description: Manage the guest service for banquets and buffets, and utilize public relations skills.

Credit Hours: 2.0

Class Hours: 0

Lab Hours: 90

Total Contact Hours: 90

II. COURSE OBJECTIVES: *Course will:*

- A. Provide an environment for students to manage students practicing guest service in a banquet setting.
- B. Create an opportunity for students to manage students setting-up and tearing down a dining area.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

A. Student Learning Outcomes: *Student will be able to:*

- 1. Manage students serving guests at banquets according to the style set by the dining room supervisor.
- 2. Demonstrate and critique correct table settings.
- 3. Demonstrate and critique correct table clearing techniques.
- 4. Communicate effectively with guests and students.

B. General Education Learning Outcomes (GELOs)

- 1. GELO #3: Critical Thinking & Problem Solving
- Outcome 4: Evaluate the validity of arguments, alternatives, data, outcomes, and/or impacts of actions.

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

- A. Proper guest service management
- B. Proper management of dining room set-up
- C. Tear-down supervision
- D. Customer service
- E. Guest evaluations
- F. Service evaluations

V. INSTRUCTIONAL MATERIALS

A. Required Text(s): None

B. Other Resources:

- 1. Online websites/audiovisuals
- 2. Computer with internet access
- 3. Responsible Beverage Service Training of Nebraska (city and state)

VI. METHODS OF PRESENTATION/INSTRUCTION

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

- 1. Lecture, Lab work

2. Handouts
3. Videos
4. Small Group Work

VII. METHODS OF EVALUATION

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

1. Lab Performance

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. A grade of 70% (C) or better needed in degree program courses.