

SOUTHEAST COMMUNITY COLLEGE
COURSE SYLLABUS
Community Services and Extended Learning
Revision Date: 08-18-25

I. CATALOG DESCRIPTION

Course Number: FSDT2703
Course Title FOH Management A la Carte Practicum
Pre-requisite(s): FSDT1071
Pre or Co-requisite(s): FSDT1130

Catalog Description: Manage staff of a full-service restaurant and ensure a positive guest experience.

Credit Hours: 3.0
Class Hours: 0
Practicum Hours: 135
Total Contact Hours: 135

II. COURSE OBJECTIVES: *Course will:*

- A. Explain appropriate alcohol and linen ordering systems
- B. Review proper staffing, management and division of labor
- C. Provide an environment for students to manage students practicing guest service
- D. Create an opportunity for students to manage the set up and tear down of 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 using the American style of service.
 - 2. Demonstrate proficiency in operating a point of sale (POS) system.
 - 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

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Methods of presentation typically include a combination of the following:
 - 1. Lecture, Practicum 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. Evaluate management performance
2. Reflections

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.