

SOUTHEAST COMMUNITY COLLEGE
COURSE SYLLABUS
Community Services and Extended Learning
Revision Date: 11-10-25

I. CATALOG DESCRIPTION

Course Number: FSDT1071
Course Title: Guest and Service Practicum
Prerequisite: FSDT1602

Catalog Description: This course provides students with the knowledge and hands-on experience needed to become professional restaurant servers. Through classroom instruction and practical training in the student-run restaurant, students learn proper service techniques, guest interaction, and restaurant operations. Emphasis is placed on professionalism, communication, diversity and inclusion, and maintaining a positive work environment while preparing and serving lunch, banquets, and buffet-style meals to the public.

Credit Hours: 2.0
Class Hours: 15
Lab Hours: 45
Total Contact Hours: 60

II. COURSE OBJECTIVES: *Course will:*

- A. Provide an environment for students to develop the professional skills and knowledge required to serve exceptional food and beverage service in various dining settings.
- B. Apply effective communication, teamwork, and guest interaction techniques to create a positive and inclusive dining experience.
- C. Demonstrate proper service procedures and operational readiness through hands-on experience in a student-run restaurant.
- D. Uphold students to industry standards related to professionalism, diversity, and workplace conduct.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. Demonstrate professional standards of personal appearance, attitude, and behavior expected of a restaurant server.
 - 2. Identify and explain the functions and responsibilities of front-of-house service roles within a restaurant operation.
 - 3. Apply proper service techniques for various styles of dining, including table, banquet, and buffet service.
 - 4. Set up, maintain, and tear down a dining area in accordance with industry standards for cleanliness, organization, and guest readiness.
 - 5. Perform essential service tasks, including table settings, napkin presentations, order taking, and check presentation.
 - 6. Communicate effectively with guests and team members to provide a positive, professional, and inclusive dining experience.
 - 7. Analyze and troubleshoot guest service challenges to ensure smooth operations and guest satisfaction.
 - 8. Discuss current hospitality issues, including diversity, harassment prevention, and workplace professionalism, and explain their impact on service quality.

9. Integrate classroom learning with practical experience by serving real guests in a student-run restaurant environment.
- 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 audiences
 2. GELO 6: Career and Life Skills
Outcome 1: Employ effective interpersonal and intrapersonal communication skills.
Outcome 2: Develop skills that will support positive and fulfilling relationships with others.

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

- A. The role of the professional server
- B. Proper table service, dining room set-up and table settings.
- C. Service readiness and dining room tear-down
- D. Steps of service for serving food and beverages
- E. Customer service and guest communication
- F. Guest evaluations
- G. Dining room management

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): Saunders, Edward, E. *The Professional Server*, Current Edition, Pearson
- B. Other Resources:
 1. Note taking materials and calculator
 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. Lecture
 2. Power Point, Handouts
 3. Videos
 4. Class Discussion/Presentations/Small Group Work

VII. METHODS OF EVALUATION

- A. Methods of evaluation typically include a combination of the following:
 1. Attendance and Participation
 2. Homework Assignments
 3. Quizzes
 4. Hands on Training and Restaurant Service
- 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% or better needed in degree program courses.