

J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: CUL 222 **Credits:** 2

Course Title: Advanced Restaurant Service

Course Description

Builds upon prior learned skills in an advanced context. Students will engage and apply skillsets in kitchen, dining, and supervisory roles in real-world meal services by demonstrating their understanding of successful day-to-day business operations through practical experiences. Application of professional cooking, baking, customer service expectations, and management skills are utilized. Discovery and critical thinking is used to conduct training through real-world situations and challenges, including use of a variety of industry equipment, including Point of Sale systems, software, and industry forms. Prerequisite: CUL 221. Laboratory 10 hours. Total 10 hours per week. 2 credits

General Course Purpose

The purpose of this course is to engage students understanding of the food service industry and the skills necessary to operate a successful meal period. Four key areas are addressed: back of the house, front of the house, management and data analysis by being cooks, bakers, servers and supervisors throughout the work-based labs. Students will demonstrate understanding by honing their skillsets in the kitchen by preparing a variety of menu items they designed through standardized recipes. Students will demonstrate exceptional customer service skills through practice with real-world customers. Students will practice management skills through critical thinking, issue management, planning, menu design, food costing, inventory, data analysis, and completing industry forms. The use of industry equipment and technology, like software programs and point of sale systems are also utilized through training in real-world situations during operation of foodservice meal periods.

Course Prerequisites/Co-requisites

Prerequisite: CUL 221

Course Objectives

Upon completing the course, the student will be able to:

- a. Prepare a variety of menu items per customer orders to meet quality standards and consistency
- b. Demonstrate proper guest relations, order taking, and etiquette for high level customer service
- c. Apply supervisory theories and skills in a real-world setting in a variety of scenarios

- d. Prepare a variety of recipes, formulas and menu items that creates nutritionally balanced food with exceptional customer experiences to demonstrate advanced skillset development
- e. Demonstrate application of identified target market towards menu, theme, and service styles
- f. Demonstrate ability to prepare business financial forms, i.e. income statement, profit and loss
- g. Participate in managing reservations, social media, reviews, seating charts
- h. Demonstrate ability to use critical thinking in various scenarios that are presented
- i. Prepare and complete production charts, par levels, and inventory
- j. Demonstrate advanced understanding of a point of sale system, running and reading reports, data analysis, payment processing, balancing a bank, and other management tasks

Major Topics to be Included

- a. Station design and set up
- b. High level food preparation
- c. Menu design and styles
- d. Yields, portioning, and costing
- e. Financial forms
- f. Supervisory methods and tasks
- g. Customer service and guest relations
- h. Meal periods, events, and catering
- i. Ingredient and vendor selection
- j. Reading reports, data, and conducting analysis from point of sale system

Effective Date/Updated: January 13, 2025