WORKING IN A RESTAURANT
Course Syllabus

Course Number: CAEL-0111
OHLAP Credit: No
OCAS Code: None
Course Length: 40 Hours
Career Cluster: Hospitality & Tourism
Career Pathway: Restaurant Food & Beverage Services
Career Major(s): Food Service Management Assistant

Pre-requisite(s):

Course Description: This course will describe restaurant personnel, service and tools. Students will learn how to serve a meal and handle complaints and problems associated with working in a restaurant.


Course Objectives: A. Students will demonstrate the ability to:

1. Identify restaurant personnel.
2. Work the front door.
3. Greet and seat diners.
4. Identify service ware.
5. Clean service utensils.
6. Identify styles of service.
7. Serve guests.
8. Handle customer complaints.
9. Handle problems at the restaurant.

*ODCTE objectives

Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures: 1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy percent (70%) or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
Description of Classroom, Laboratories, and Equipment:
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility:
The student must maintain a grade point average of 2.0 or better.