COURSE OUTLINE

Hotel Restaurant Management 203 Catering and Banquet Operations

I. Catalog Statement

Hotel Restaurant Management 203 introduces the hospitality student to the hands-on mechanics of catering and banquet services in the hospitality industry and provides a checklist of details, tips, and ideas on properly managing a banquet event. Additional emphasis is placed on the management of on-premise and off-premise catering events.

Units -3.0

Lecture Hours – 2.0

Lab hours -3.0

(Faculty Laboratory Hours 3.0 + Student Laboratory Hours 0.0 = 3.0 Total Laboratory Hours)

Prerequisite: None.

II. Course Entry Expectations

Skill Level Ranges: Reading 5; Writing 5; Listening/Speaking 5; Math 3.

III. Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

- 1. identify the basic elements of a catering function;
- 2. describe appropriate methods of scheduling space, time periods, and staff for a variety of catering functions;
- 3. describe the appropriate set-up and staffing of a banquet room for service;
- 4. describe proper methods of etiquette for banquet food and beverage service;
- 5. describe guest payment methods;
- 6. identify and describe guest follow up procedures for a variety of catering functions.

IV. Course Content

A. Catering: Booking and Planning

6 hours

- 1. Number of guests and space requirements
- 2. Time requirements
- 3. Type of meal and service
- 4. Incidental requirements and arrangements

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- 5. Arranging space and room set-up
- 6. Ordering incidentals
- 7. Scheduling staff
- B. Banquet Room Set-Up and Staffing

6 hours

- 1. Meeting arrangements
- 2. Dining arrangements
- C. Banquet Service

6 hours

- 1. Beverage service/cocktail parties
- 2. Food service
- 3. Preparation and set-up
- 4. Guest service
- 5. Clearing and cleaning up
- D. Guest Payment and Follow Up

6 hours

- 1. Methods of payment
- 2. Deposits and partial payments
- 3. Billing arrangements
- 4. Follow up
- 5. Thank you letters
- 6. Evaluations
- 7. File systems for future
- E. Specialized Functions

8 hours

- 1. Wedding requirements
 - 2. Wedding service and servers
 - 3. Wedding follow-up
 - 4. Buffet requirements
 - 5. Buffet theme parties
 - 6. Buffet service and servers
 - 7. Buffet follow-up

F. Laboratory 48 hours

V. <u>Methods of Presentation</u>

The following instructional methodologies may be used in the course:

- 1. lecture/discussion;
- 2. demonstration;
- 3. guest speakers;
- 4. field trips.

VI. Assignments and Methods of Evaluation

- 1. Midterm examination.
- 2. Hands-on training, i.e. students will participate in weekly restaurant settings by training in traditional front-house positions during weekly campus culinary events.

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3. Final examination.

VII. <u>Textbook</u>

Strianese, A. and P., <u>Dining Room and Banquet Management</u>, Current Edition. Clifton Park, N.Y.: Thompson Delmar Learning, 2008.

10th Grade Reading Level ISBN: 978-1-4180-5369-7.