



Master Course Syllabus

For additional course information, including prerequisites, corequisites, and course fees, please refer to the Catalog: <https://catalog.uvu.edu/>

Semester: Spring 2025

Year: 2025

Course Prefix: CA

Course and Section #: CA 1140 001

Course Title: Professional Dining Room Service

Credits: 1

5

Course Description

Professional Dining Room Services.

Covers the key aspects and responsibilities of table servers in different styles of operations. Covers taking reservations, greeting guests, basic table settings, formal and specialized settings, food and beverage service, selling menu specials, closing checks, customer complaints, emergency procedures, and using a Point of Sale system.

Course Attributes

This course has the following attributes:

- General Education Requirements
- Global/Intercultural Graduation Requirements
- Writing Enriched Graduation Requirements
- Discipline Core Requirements in Program
- Elective Core Requirements in Program
- Open Elective

Other: *Click here to enter text.*

Instructor Information

Instructor Name: Cody Thatcher – Jenna Hall

Student Learning Outcomes

1. Identify and utilize equipment and supplies used in table service
2. Specify the five types of service and the serving sequence for each type of service
3. Properly prepare dining room for service
4. Understand the importance of excellent service to a successful operation
5. Understand proper table setting, table service, and table clearing techniques
6. Be able to exceed the needs of guests
7. Understand dining room sales techniques
8. Apply the rules of etiquette as they relate to Front of House service

9. Be able to understand and use industry related jargon and grammar
10. Develop an ease of communication with guests in person
11. Employ principles of Front of House organization for special event catering

Course Materials and Texts

Readings

Textbook: No required textbook – (Great resources for writing a research paper)

At Your Service: A Hands-On Guide to the Professional Dining Room

Presenting Service: The Ultimate Guide for the Foodservice Professional

Service At Its Best: Waiter-Waitress Training

Course Requirements

Course Assignments, Assessments, and Grading Policy; and General Description of the Subject Matter of Each Lecture or Discussion

The evaluation system is as follows:

Week #1	30 points (In person)
Utah Alcohol Certification	50 points (online)
Research Paper	50 points (submit on canvas or by email)
Special Event (in person lab)	60 points (see sign-up sheet)
Final Event (in person lab)	200 points (Friday, April 11 th)
Restaurant Forte Waiter (in person lab)	200 points (see sign-up sheet)
Napkin Folding & Wine Pouring	50 points (In-person)

Grading:

- From 640 to 576 points = ‘A’ range (Excellent)
- From 575 to 512 points = ‘B’ range (Good)
- From 511 to 448 points = ‘C’ range (Average)

- Below 448 points is considered below average, and the course will need to be taken over.

100-95 A	89-87 B+	79-77 C+	69-67 D+
94-90 A-	86-84 B	76-74 C	66-64 D
83-80 B-	73-70 C-	63-60 D-	

** Attendance is mandatory for all students to receive potential full grade. If you are more than 10 minutes late for any in person lab, you will be considered absent and will forfeit your grade for the day. If you leave before the end of the in-person lab, (without prior instructor approval) you will be considered absent and forfeit your grade for the day. You must receive instructor approval before leaving all lab classes.*

Course Subjects

Weekly Lab Schedule

Date	Subject	Points	Important Notes
Friday, February 28 In Person Class 10:00 am – 1:00 pm UCCU Center / Restaurant Forte *No Dress Code Required	Attendance Syllabus Quiz Waiter Lab Sign-up	30 points	See “Waiter at Forte” sign-up sheet on Canvas for available dates & homework *do not procrastinate signing up for events. Dates are limited. *Dress Code Required (see approved dress at bottom of syllabus)
Waiter at Forte Lab: March 5 & 6 March 19 & 20 March 26 & 27 April 2 & 3 8:30 AM (Sharp)- 3:00 PM UCCU Center / Restaurant Forte *Dress Code Required (see below)	Waiter at Restaurant Forte Lab	200 Points	**See Canvas for Waiter @ Forte Lab homework *Dress Code Required

Friday, April 11th @ 5:00 PM Last Day to Request Utah Alcohol Certification Voucher	Request Utah Alcohol Certification Voucher		Email jenna.hall@uvu.edu thatchco@uvu.edu to request pre-paid voucher
Friday, April 25 th 10am – 12pm	Guest Presentation Napkin Folding & Wine pouring	50 Points	
Friday, April 25 th Last Day to complete Utah Alcohol Certification Course *Last Day to Request voucher Friday, February 14 th @ 5:00 pm	Utah Alcohol Certification Course (online, 3 hour course)	50 Points	*Last Day to Request Voucher – Friday, April 11 th by 5:00 pm email jenna.hall@uvu.edu
Friday, April 25 th (Due On or Before)	Classic Service Styles Research Paper	50 Points	APA format – 5-7 pages not including cover or source sheet. *Assignment due on Canvas or email to thatchco@uvu.edu jenna.hall@uvu.edu ** No late work accepted for this assignment
Friday, April 11 th 3:00 PM – 11:00 PM (actual time TBD)	Final Event Lab – UVU CAI Gala	200 points	*Dress Code Required
See sign-up sheet for Special Event Dates TBD	Special Event Lab TBD	60 points	*Dress Code Required

Utah Alcohol Certification Course:

This is a 3-hour online course followed by an exam. A voucher for the course has been purchased for you and will be emailed to you upon your request. Once you request your voucher it will be sent to you from <https://www.statefoodsafety.com/> . I will follow up with an email to you immediately after it has been sent.

Students have two attempts to pass this exam. Successful completion will earn student a valid Utah Alcohol Certification certificate and 50 class points for completion. Two failed attempts will earn no points. If you request your voucher and make no attempt to pass, you will receive -50 points.

If you do not receive your voucher or have any issues accessing the course, please contact me as soon as possible.

** You do not need to be 21 to take this course.

Restaurant Forte Waiter Lab:

Student will have the opportunity to participate in two consecutive days as a waiter at Restaurant Forte.

Student will be given a tour and an approximate 1 hour training before service begins. Student will be expected to arrive in professional FOH uniform (as described in syllabus), having studied the menu and the floor layout. Student will be provided a waiter number for the POS and be guided through the guest service process at Restaurant forte.

Available dates for sign-up and additional details (homework) are posted on canvas under Restaurant Forte Waiter Lab. Dates are available on a first come first serve basis by emailing thatchco@uvu.edu with your requested set of dates. (*Last day to sign up for waiter lab – Monday, March 3rd)

** Attendance is mandatory for all students to receive potential full grade. If you are more than 5 minutes late for any in person lab, you will be considered absent and will forfeit your grade for the day. If you leave before the end of the in-person labs, (without prior instructor approval) you will be considered absent and forfeit your grade for the day. A no-show for any in-person lab will forfeit all possible points for the lab without the option of making up the lab. You must receive instructor approval before leaving all lab classes*

FINAL PRACTICAL EXAMS: All written exams must be taken at the scheduled examination time. Special arrangements to test early can be made with two-week advance notice.

Required or Recommended Reading Assignments

Click here to enter text. At Your Service: A Hands-On Guide to the Professional Dining Room

Presenting Service: The Ultimate Guide for the Foodservice Professional

Service At Its Best: Waiter-Waitress Training

Required Course Syllabus Statements

Generative AI

AI programs are not a replacement for your human creativity, originality, and critical thinking. Writing, thinking, and researching are crafts that you must develop over time to develop your own individual voice. At the same time, you should learn how to use AI and in what instances AI can be helpful to you. The use of generative AI tools (e.g. ChatGPT, Google Bard, etc.) is permitted in this course for the following activities:

- Brainstorming and refining your ideas;
- Fine tuning your research questions;
- Finding information on your topic;
- Drafting an outline to organize your thoughts; and
- Checking grammar and style.

The use of generative AI tools is not permitted in this course for the following activities:

- Impersonating you in classroom contexts, such as by using the tool to compose discussion board prompts/responses assigned to you or content that you put into a Teams/Canvas chat.
- Completing group work that your group has assigned to you, unless it is mutually agreed upon that you may utilize the tool.
- Writing a draft of a writing assignment.
- Writing entire sentences, paragraphs or papers to complete class assignments.

You are responsible for the information you submit based on an AI query (for instance, that it does not violate intellectual property laws, or contain misinformation or unethical content). Your use of AI tools must be properly documented and cited in order to stay within university policies on academic honesty. Any student work submitted using AI tools should clearly indicate what work is the student's work and what part is generated by the AI. In such cases, no more than 25% of the student work should be generated by AI. If any part of this is confusing or uncertain, please reach out to me for a conversation before submitting your work.

Using Remote Testing Software

This course does not use remote testing software.

This course uses remote testing software. Remote test-takers may choose their remote testing locations. Please note, however, that the testing software used for this may conduct a brief scan of remote test-takers' immediate surroundings, may require use of a webcam while taking an exam, may require the microphone be on while taking an exam, or may require other practices to confirm academic honesty. Test-takers therefore shall have no expectation of privacy in their test-taking location during, or immediately preceding, remote testing. If a student strongly objects to using test-taking software, the student should contact the instructor at the beginning of the semester to determine whether alternative testing arrangements are feasible. Alternatives are not guaranteed.

Required University Syllabus Statements

Accommodations/Students with Disabilities

Students needing accommodations due to a permanent or temporary disability, pregnancy or pregnancy-related conditions may contact UVU [Accessibility Services](#) at accessibilityservices@uvu.edu or 801-863-8747.

Accessibility Services is located on the Orem Campus in BA 110.

Deaf/Hard of Hearing students requesting ASL interpreters or transcribers can contact Accessibility Services to set up accommodations. Deaf/Hard of Hearing services can be contacted at DHHservices@uvu.edu

DHH is located on the Orem Campus in BA 112.

Academic Integrity

At Utah Valley University, faculty and students operate in an atmosphere of mutual trust. Maintaining an atmosphere of academic integrity allows for free exchange of ideas and enables all members of the community to achieve their highest potential. Our goal is to foster an intellectual atmosphere that produces scholars of integrity and imaginative thought. In all academic work, the ideas and contributions of others must be appropriately acknowledged and UVU students are expected to produce their own original academic work.

Faculty and students share the responsibility of ensuring the honesty and fairness of the intellectual environment at UVU. Students have a responsibility to promote academic integrity at the university by not participating in or facilitating others' participation in any act of academic dishonesty. As members of the academic community, students must become familiar with their [rights and responsibilities](#). In each course, they are responsible for knowing the requirements and restrictions regarding research and writing, assessments, collaborative work, the use of study aids, the appropriateness of assistance, and other issues. Likewise, instructors are responsible to clearly state expectations and model best practices.

Further information on what constitutes academic dishonesty is detailed in [UVU Policy 541: Student Code of Conduct](#).

Equity and Title IX

Utah Valley University does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, age (40 and over), disability, veteran status, pregnancy, childbirth, or pregnancy-related conditions, citizenship, genetic information, or other basis protected by applicable law, including Title IX and 34 C.F.R. Part 106, in employment, treatment, admission, access to educational programs and activities, or other University benefits or services. Inquiries about nondiscrimination at UVU may be directed to the U.S. Department of Education's Office for Civil Rights or UVU's Title IX Coordinator at 801-863-7999 – TitleIX@uvu.edu – 800 W University Pkwy, Orem, 84058, Suite BA 203.

Religious Accommodation

UVU values and acknowledges the array of worldviews, faiths, and religions represented in our student body, and as such provides supportive accommodations for students. Religious belief or conscience broadly includes religious, non-religious, theistic, or non-theistic moral or ethical beliefs as well as participation in religious holidays, observances, or activities. Accommodations may include scheduling or due-date modifications or make-up assignments for missed class work.

To seek a religious accommodation, a student must provide written notice to the instructor and the Director of Accessibility Services at accessibilityservices@uvu.edu. If the accommodation relates to a scheduling conflict, the notice should include the date, time, and brief description of the difficulty posed by the conflict. Such requests should be made as soon as the student is aware of the prospective scheduling conflict.

While religious expression is welcome throughout campus, UVU also has a [specially dedicated space](#) for meditation, prayer, reflection, or other forms of religious expression.