



Figure 1: Owens Logo.

Course Syllabus
SEMESTER
School of Business Hospitality Management and Public Safety

Course Name:	Dining Room and Beverage Management
Course & Section Number:	FNH 130 - XXX
Meeting Day(s) & Time(s):	
Credits:	2
Contact Hours:	1 Lecture, 3 Lab
Location:	
Instructor's Name:	
Office Hours & Location:	
OCC Phone:	
OCC Email: *	
Additional Contact Information:	

Catalog description:

Discusses concepts of meal management as related to the foodservice industry. Content includes the development and maintenance of quality food and beverage service as they relate to an excellent dining experience. Focuses on American Service, but also covers French, English and Russian and Chinese. Students will gain experience as a "Front of House" servicer for the Terrace View Cafe. Provides step-by-step instructions on how to greet and seat guests, take orders, serve food and beverages, and handle the check.

Prerequisites: None **Corequisites:** FNH 101

Course Materials:

Sanders and Giannasio. (2018). The Professional Server, 3rd Edition. New Jersey: Pearson.
ServeSafe Alcohol, Fundamentals of Responsible Alcohol Service

Uniform Policy: For Service Days ONLY

White button-down shirt
Black pants
Black bistro apron (provided)
Black non-slip shoes

What You Will Learn in the Course

Course Objectives:

Outcome	Where Assessed
Illustrate the responsibilities and training procedures of dining service personnel concerned with the execution of the service of food and beverages. (ACF Dining – Competency 4,5,8)	Chapter Questions 1-10 ServSafe Alcohol Exam Test One & Two
Demonstrate techniques of a variety of service styles. (ACF Dining – Competency 1,2,3)	Chapter Questions 1-3 Test One
Explain sales techniques, including suggestive selling and menu knowledge. (ACF Dining–Competency 9)	Chapter Questions 4-8 Test Two
Demonstrate the principles of customer service, including handling difficult situations and accommodating those with special needs. (ACF Dining – Competency 7)	Chapter Questions 8-10 Test Two

Student Learning Outcomes:

Outcome	Where Assessed
1 - Demonstrate dining room service functions using a variety of types of service.	Lab practice and setups Tests Chapter Questions
2 - Describe the functions and training procedures of dining room service personnel.	FOH Presentations Lab practice and setups Chapter Questions ServSafe Alcohol Exam
3 - Discuss procedures for processing guest checks using current technology.	Lab discussion and presentation
4 - Demonstrate the principles of guest service and customer relations.	Service Days Tests Chapter Questions
5 - Explain inter-relationships and workflow between dining room and kitchen operations.	Service Days
6 - Discuss sales techniques for service personnel including menu knowledge and suggestive selling.	Chapter Questions Tests

Program Outcomes:

The following program outcomes are assessed in this course

Outcome	Where Assessed
1. Demonstrate the food production skills essential for success in the professional kitchen.	
2. Apply basic principles of food sanitation and safety in the food service operation.	Service Days
3. Evaluate menus based on recognized industry standards.	
4. Develop the management skills to prepare for the transition from employee to supervisor.	Service Days

Institutional General Education Competencies:

As a student at Owens Community College, you will take General Education courses as part of your degree program. While specific to the General Education courses, will be reinforced in many of your degree program major courses and may be measured in your capstone course(s) and others as identified.

Competency	Where Assessed
Communicate effectively.	Service Days Lab Practice
Act with professional responsibility.	Service Days Lab Practice
Demonstrate sensitivity to others' beliefs and values.	
Think analytically, critically, and creatively.	Service Days Lab Practice

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 116.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including: accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 151) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

****Students can find more information on campus resources and student support at this [link](#).*****

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's [Student Code of Conduct](#), which includes academic honesty, encompassing plagiarism. See the [Board Policy](#) for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's [Anti-Discrimination and Harassment Policy](#) and the College's [Title IX Policy](#)/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted

under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu

The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or perspective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA | Protecting Student Privacy](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphrasers, summarizers, or solvers, to get guidance on assignments, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the specific prompt or query you used to generate the output.

APA Example:

OpenAI. (2024). *ChatGPT* (Mar 14 version) [Large language model]. <https://chat.openai.com/chat>

- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible. Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor **before** submitting your work.

NOTE: Some instructors will also list specific acceptable and unacceptable uses or include a

statement like “All written assignments, projects, and exams must be completed independently.”

Student Responsibilities & Instructor Expectations

Assignment Policy:

- Assignments are due by the date posted in this syllabus. No late assignments will be accepted. Failure to submit an assignment will result in a grade of “F/0” for that assignment.
- All course assignments must be submitted through Blackboard. Do not submit assignments by email.
- All assignments must be completed in Microsoft Word document file types or as a PDF. Submitted assignments completed in any other formats (e.g. pages, gdoc, etc.) will receive a grade of “F/0” for that assignment.
- Microsoft Word is available in all Owens Community College computer labs and as a download for your computer. To access your downloadable copy of Microsoft Office, or use the online Office suite, visit the Office 365 homepage and sign in with your Owens email.
- Visit the Office of e-Learning's webpage for Blackboard Information and Tutorials to view hardware/software requirements or view tutorials for assignment submissions.

Classroom Policy:

- Correspondence: Email must come from an Owens email address only. Due to FERPA regulations, I will not respond to email from non-Owens addresses.
- Late arrivals are disruptive to both students and teachers. Being late will result in a loss of attendance points.
- Early departures result in a loss of learning time and will result in a loss of attendance points.
- Cell phones must have the ring mode turned off and cannot be used in class. This includes texting.
- Attendance is critical to your success as a student.
- It is the responsibility of the student to formally drop the class if they will no longer be attending. Information concerning “Withdraw Dates”, “Registration Dates”, “Graduation Dates” and other important dates can be found at www.owens.edu/records/.

Test Make Up Policy:

- In Class Test- If a student is ill or unable to take any test during the scheduled (in-class) testing period, he/she/they may take a makeup test. Only one time during the course will a student be able to make up a test. Subsequent missed test(s) will result in a grade of Zero (0/F). Make up test must be completed within seven (7) days of the missed test.
- Online Test- Students will have access to any online test/quizzes for a minimum of three days, so no makeup opportunities are granted for online assessments. It is the responsibility of the student to ensure that they schedule an appointment for makeup tests with the instructor.

Attendance:

- Attendance and timeliness are expected for each class.
- Students are to communicate anticipated absences in advance in keeping with professional behavior by calling or emailing the lecture and/or lab instructor(s).
- Absence is defined as not attending any of the scheduled class time for the day or leaving early from lecture. Tardiness is defined as arriving more than 10 minutes late for scheduled time. Arriving late or leaving early from lecture will be considered an absence per incident.

- When a student is tardy on a quiz or exam day, there will be no additional time to complete the test that class day.
- Students are responsible for missed course content. Please refer to the assignment policy within the syllabus.
- For inclement weather, refer to the Owens Community College catalog.

How Grades are Determined and Major Assignments

Evaluation Measure	Student Learning Outcomes Assessed	Value
Chapter Review Questions	SLO 1 – 6	250 points
Attendance & Class Participation		150 points
ServSafe Alcohol Exam	SLO 2	100 points
Service Summary Paper		100 points
Field Trip Notes & Participation (2X)		60 points
Service Day	SLO 4	100 points
Menu Quiz	SLO 4	30 points
Applied Summary Paper		100 points
Chapter Test	SLO 1 - 6	200 points
FOH Career PowerPoint & Presentation	SLO 2	100 points
Debate Paper		100 points
Total		1290 points

Grade	Percentage	Points
A	90 – 100 %	1161-1290
B	80 – 89 %	1032-1160
C	70 – 79%	903-1031
D	60 – 69%	774-902
F	0 – 59 %	0-773

All students enrolled in the Culinary Arts Program or Hospitality Management Program and certificates must earn a “C” grade or better in each Food, Nutrition and Hospitality (FNH) course and maintain a 2.0 grade point average (GPA). Students that earn a grade of “D or F” must repeat the course and meet with their Academic Advisor for academic remediation. Students with a GPA below 2.0 will be placed on Academic Probation (<https://www.owens.edu/trustees/wp-content/uploads/sites/45/2022/02/2-42-academic-recovery-procedures.pdf>).

Tentative Class Assignment Calendar:

Week	SLO	Topic
1	1,2,4,6	Lecture: Chapters 1-5 Assignment: Chapter review questions due DATE
2	1,2,4,6	Lecture: Chapters 6-7 Assignment: Chapter review questions due DATE Test: Test one online due DATE
3	1,2,4,6	Lecture: Chapters 8-10 Assignment: Chapter review questions due DATE Test: Test two online due DATE
4	1,2,3	Lecture: ServSafe Alcohol Assignment: Practice take home test Test: ServSafe Alcohol Exam in person DATE
5	3	Presentations: FOH Careers Field Trip: TBD
6	3	Workshop: Dining room setups and serving practice Field Trip: TBD
7	3,5	Workshop: Dining room setups and serving practice Service Day: Menu Quiz Assignment: Applied summary paper due DATE
8	3,5	Workshop: Dining room setups and serving practice Service Day: Menu Quiz

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.