

**J. Sargeant Reynolds Community College**  
**Course Content Summary**

**Course Prefix and Number:** CUL 221 **Credits:** 2

**Course Title:** Modern Restaurant Service

**Course Description**

Explores the commercial foodservice industry, including rotations in the front and back of the house, and supervisory positions via the brigade system. Mock services are used to engage work-based learning experience and skill development. Station design, practice of professional cooking and baking, and customer service are applied. Discovery is utilized to create intentional learning scenarios that employ the use of critical thinking as it relates to day-to-day operations of food service businesses. Prerequisite: CUL 218. Laboratory 10 hours. Total 10 hours per week. 2 credits

**General Course Purpose**

The purpose of this course is to bridge the gap between education and industry through intentional design byway of real-world experiences. It engages necessary skills, senses, recall, and transfer of knowledge to key concepts as related to operating a food service operation. Cross-training in the brigade system promotes student learning and skillsets across kitchen, dining room, customer service and supervisory roles. Exposure to critique and real customer feedback is used as part of developing professional development. Students will operate a “mock” restaurant and events as they develop their real-world understanding and skillsets to create high-quality experiences for their customers. Menu design to station layout to point of sale usage is highly utilized throughout the course. Instructor models various management styles as part of the real-world learning experiences throughout the lab.

**Course Prerequisites/Co-requisites**

Prerequisite: CUL 218

**Course Objectives**

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

- a. Demonstrate Classical and Modern Brigade use and optimal station design
- b. Prepare and assess quality and consistency of prepared dishes to customer order expectations
- c. Practice preparing, fabricating, butchery, and portion control of a variety of vegetables, fruits, dairy, meats, seafood, and dry stock items
- d. Practice preparing a variety of baked components, desserts, breads, and pastries
- e. Demonstrate high levels of quality cooking and baking techniques and plate presentation across a variety of ingredients, recipes and formulas
- f. Apply strong skill sets to menu design across various menu and service styles, meal periods and food business categories and events
- g. Demonstrate ability to create nutritionally balanced foods, pair flavors, seasoning and cooking methods to a variety of recipes and menu items
- h. Demonstrate ability to cost recipes, menu pricing, including breakeven and profit and loss
- i. Discuss and apply high standards in regards to zero-waste, recycling, and sustainability

- j. Demonstrate ability to use critical thinking, work well within a team and strong communication
- k. Demonstrate proper guest relations, order taking, and etiquette, and use of point of sale system
- l. Introduce to the production and sensory evaluation of beverages and ideologies of food and beverage pairings

**Major Topics to be Included**

- a. Station design and set up; Brigade system
- b. Cooking and Baking Methods and application
- c. Menu design and styles
- d. Yields, portioning, and costing
- e. Financial forms
- f. Customer service and guest relations
- g. Meal periods: breakfast, brunch, lunch, dinner; special events, and catering
- h. Ingredient and vendor selection
- i. Point of Sale systems
- j. Plate presentations and appearance of food
- k. Nutritionally balanced foods and meals
- l. Pairing flavors and seasoning
- m. Recycling, zero waste, sustainability, and composting
- n. Sensory analysis of beverages and pairing beverages with food

**Effective Date/Updated: January 13, 2025**