

CULA135AN : Customer Service I

This course focuses on the basic principles of customer service in the hospitality industry from a front of the house perspective. Theories will be explored in the context of a changing service industry. Hiring, training, motivation, directing, delegation and solving problems are emphasized. Traditional service styles, pairing of food and wine, beverage service and liability and tableside cooking are taught. In the service lab students will practice a variety of service styles and participate in advanced service and supervisory duties as they relate to the operation of public restaurants and banquet facilities. Service periods may include weeknights and Saturdays.

Class Hours 1

Lab Hours 5 **Credits** 3