

Buckles-JRCUL-off-site learning packet day 3

**Academic/Career & Technical Related/Demonstration Lesson Plan**

Instructor Buckles Date \_\_\_\_\_

Program/Class CUL JR Period AM

**State Indicator/Competency:**

Competency 18.1: Process orders.

Competency 19.1: Maintain the dining room.

**Instructional Objective(s):**

Student list 6 of 6 front-of-the-house brigade stations at 100% accuracy.

Student list 6 of 6 back-of-the-house brigade stations at 100% accuracy.

Student list 7 of 7 telephone etiquette tips at 100% accuracy.

Student list 7 of 7 impacts of having a reservations policy at 100% accuracy.

Student list 7 of 7 impacts of not having a reservations policy at 100% accuracy.

Student list 7 of 7 items of reservation information needed at 100% accuracy.

Student list 7 of 7 tips for greeting and seating guests at 100% accuracy.

Student list 2 of 2 dining room seating plans at 100% accuracy.

Student list 2 of 2 methods of handling no-shows and late arrivals at 100% accuracy.

**Materials:**

Text Book pages 669-677, Work Sheets

**Method of Instruction:**

Student led learning

**Activities:**

Read 669-677 of the Culinary Arts text, Work sheets

**Closure:**

Turn in work sheets

**Assessment:**

Completion of assignment. Total 10 Points

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Name \_\_\_\_\_ Number \_\_\_\_\_

Fill in

Front-of-the-House Brigade

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Back-of-the-House Brigade

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Telephone Etiquette Tips

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Impact of Having a Reservations Policy

- 1.
- 2.
- 3.
- 4.

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- 5.
- 6.

Name \_\_\_\_\_ Number \_\_\_\_\_

Impact of Not Having a Reservations Policy

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 8.

Reservation Information Needed

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Handling No-Shows and Late Arrivals

- 1.
- 2.

Tips for Greeting and Seating Guests

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Dining Room Seating Plans

- 1.
- 2.