February 2024 eLearning Challenge: How to Set a Formal Place Setting

ℹ️ The Situation

Make the Moment is a semi-formal wedding venue where couples celebrate their perfect day with friends and family. An in-house catering staff customizes each event. The staff consists of a core group of managers and a large team that sets up and serves.

The lead catering manager is preparing for the busy upcoming summer wedding season. He usually hires 40-50 new temporary employees to cover the season's events.

✅ The Challenge

You are a freelance instructional designer who provides tailored learning solutions for clients. The catering manager at Make the Moment has asked you to create an orientation module for new hires focused on how to correctly set tables along with basic serving techniques. Currently, new hires shadow experienced staff and learn basic tasks on the job during events.

You asked the manager what complaints and/or mistakes seem common at weddings. He shared that employees:

- Incorrectly layout place settings (placement and quantity of china, drinkware, and flatware)
- Misplace place cards based on couples' seating preferences
- Take plates away from guests too soon (while they are still eating)
- Skip guests who requested special entrees (such as vegetarian) when rushing to serve plated dinners to the rest of the tables
- Have difficulty communicating with guests about food/drink over music and background noise

After completing your course, learners will be able to complete one or more of the following objectives:

- Identify the components of a formal place setting (china, drinkware, and flatware)

- Create a formal place setting containing the proper components (placement and quantity of items)

- Engage wedding guests in conversation about their food/drink needs by using questions and active listening

- Escalate guest concerns such as missing entrees with professionalism and a guest-focused attitude

📋 Requirements & Constraints

As you design and develop your course, keep the following requirements and constraints in mind:

Interactivity & Content Presentation: Ideally, your solution will include decision-based interactions or scenarios to reinforce the skills being taught. Here are some ideas for how you might present your content and make it interactive:

- Drag and drop elements of a formal place setting into the correct location.

- Use hotspots to provide an overview of place-setting techniques (such as quantity and layout).

- Create a tabbed interaction explaining the role of each item in a formal place setting within the meal.

- Write a dialogue between a wedding guest and an employee displaying communication difficulties. Invite the learner to solve the situation by providing options to improve communication.

- Design a branching scenario with several guests at a table (6- or 8-top). Include performance challenges such as locating a vegetarian entree, judging when guests have finished dining, etc.

Authoring Tools: You are free to use any eLearning authoring tool you'd like; however, Articulate Storyline or Rise are recommended. If you're new to Articulate Storyline, check out this playlist of videos to help you get started.

Visual Design: You are free to design the course in any way you'd like; however, it should demonstrate good visual design best practices with a

cohesive and consistent use of font, colors, images, and graphics. If you're new to visual design, check out this playlist of videos to help you get started.

🎨 Style Guide

To help in the design of your eLearning course, you can view and download the Make the Moment style guide and brand assets below. You are free to use these to design a branded course template, or you can create your own design.

📑 Reference Materials

As you design and develop your course, you can create your own content from scratch or source your content from the following references:

- How to Set a Formal Dinner Table

- Proper Table Setting 101

- How to Set Up Your Wedding

- How to Set a Beautiful Formal Table

- Learn How to Set a Formal Dinner Table

- Do's & Don't of Table Service

- How to Set a Formal Dinner Table, According to Etiquette Experts

🏆 Submission Guidelines & Contest Rules

Once you're done building your course, you can submit it by commenting below and sharing a link to your finished project. If you're using Articulate Storyline or Rise, you can publish and share a link from Articulate Review or on the web using Google Cloud. Along with a link to your published course, share a few words explaining your design decisions, challenges, inspiration, etc.

To be eligible to win the $100 Amazon gift card, your submission must be posted no later than Friday, February 23rd, at 11:59 PM ET.

You can learn more about the contest rules and criteria here.

If you'd like to get more eyes on your submission and encourage others to participate in the challenges, you might also consider...

- **Writing a Blog Post:** If you happen to have a blog or online portfolio, write a post about your submission and share it on social media. Make sure to link

to it in the comments below for others to see!

- **Record a Video:** If you want to share how you went about designing your submission, record and share a screen recording video (via Loom, Camtasia, SnagIt, or YouTube) to showcase and explain your process. And, of course, don't forget to share a link to it in the comments below!

- **Share on Social Media:** If you're active on LinkedIn, Twitter, or another social media platform, create a post to share your submission. If possible, make sure to link back to this page and tag The eLearning Designer's Academy on LinkedIn or Twitter in your post.

💬 Give & Get Feedback

After you've shared your submission, make sure to review what others have submitted and provide constructive feedback. Remember, the monthly challenges (and this community as a whole) are meant to provide an inclusive and supportive environment. As you provide feedback, make sure to keep our Code of Conduct in mind.

As you work to develop your project, also consider sharing your work-in-progress for community feedback in our Get Feedback space here.

🎉 Challenge Recap, Submissions & Winner

Congratulations to this month's eLearning challenge winner, , for his winning submission for this month's challenge: Serving with Finesse! 🎉

Check out all of the submissions for this month's eLearning challenge below:

- Setting a Wedding Event by

- Make the Moment by

- Table Tactics: Styles, Signals & Service by

- Make the Moment by

- Place Settings & Drinkware by

- Make the Moment by

- Set a Formal Place Setting by

- Make the Moment Orientation by &

- Formal Serving 101 by

- [New Hire Orientation](#) by

- [Make the Moment](#) by & [Hannes Froneman](#)

- [Making the Moment](#) by

- [Table Setting](#) by

- [New Caterer Training](#) by

- [Creating a Formal Experience](#) by

- [How to Set a Formal Place Setting](#) by

- [Table Setting Training](#) by

- [Setting the Scene for a Perfect Day](#) by

- [Make the Moment](#) by

- [Catering Staff Training](#) by