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| CLASS NUMBER AND NAME: | HMN215A – MANAGING SERVICE IN FOOD AND BEVERAGE OPERATIONS I |
| TOTAL HOURS/ UNITS: | 24 HOURS/2 UNITS |
| PREREQUISITES: | Concurrent enrollment in HMN215B |
| TEXTS AND MATERIALS: | <i>Managing Service in Food and Beverage Operations, American Hotel and Lodging Association, Fourth Edition (ISBN 978-0-86612-358-7)</i> |
| CLASS DESCRIPTION: | Managing Service in Food and Beverage Operations covers how food service professionals create and deliver guest-driven service; enhance value and build guest loyalty, and promote repeat business. |
| CLASS OBJECTIVES: | Students will learn how every aspect of a food service operation contributes to the guest experience and will explore unique features of a variety of food and beverage operations. The latest service trends contributing to the guest experience; new leadership information; sustainability/green issues for suppliers, equipment, and facilities; menu trends; revised labor and cost control information; and all new restaurant industry examples will be discussed. |
| CLASS FORMAT OVERVIEW: | This class is a combination of lecture and student participation. |
| REQUIREMENTS: | Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time. |
| METHOD OF INSTRUCTION: | Each topic will be discussed thoroughly and will be supplemented with written materials. Class work and homework will be assigned to engage the student. |
| ATTENDANCE: | It is expected that each student will be in class <u>when class begins</u> . Should the student arrive more than <u>five minutes late</u> they should notify the instructor of their presence, it will be up to the instructor to decide if the student has arrived in time to be counted as present- the instructor's decision is final. |

80% attendance is mandatory
90% or above is mandatory for those who are in a full program
and qualify for the internship

It will be the student's responsibility to learn of any assignments given in class when absent.

TESTING:

A final exam will be given during the sixth week of the module. All assignments and exercises must be satisfactorily completed with an overall passing grade of 60% or better in order to pass the class. Students who pass the Final Exam with a 70% or higher will earn a certificate from the American Hotel and Lodging Association – Educational Institute. Exam retakes are allowed following the policies set forth by the American Hotel and Lodging Association – Educational Institute. The policy for exam retakes are:

- ❑ Students who score less than 70% on the Final Exam may retake the exam once at no additional charge. Further retakes are available at a charge of \$35.00 payable to the American Hotel and Lodging Association
- ❑ Students must schedule a retake date with the instructor within two weeks of receiving the review for the retake.
- ❑ Students must retake the exam on the scheduled date and time.

LATE TESTING:

A late test will result in a 10% penalty (tests start with a B). All retakes and tests must be rescheduled with the instructor in a timely manner.

GRADING POLICIES:

Complete all assignments with at least 60% accuracy.

The students will participate in a minimum of 90% of in-class group assignments.

The final grade is computed on:

- | | |
|---------------------------------|-----|
| 1. Exam | 30% |
| 2. Assignments | 50% |
| 3. Attendance and participation | 20% |

| | |
|---------|---|
| 90-100% | A |
| 80-89% | B |
| 70-79% | C |
| 60-69% | D |
| 0-59% | F |

ANTICIPATED LEARNING
OUTCOMES:

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

1. Demonstrate an understanding of the importance of guest service in Food and Beverage Operations. Including leadership and staff member duties.
2. Demonstrate an understanding of common styles of dining room service.
3. Demonstrate an understanding of responsible alcohol service.
4. Demonstrate an understanding of menu development, supplies and equipment, facility design, décor and cleaning.
5. Demonstrate an understanding of sanitation, safety, security, health and legal issues.
6. Demonstrate an understanding of labor and revenue control.
7. Demonstrate and understanding of banquets and events, room service, and on-site food service operations.

Tourism, Hospitality and Wine
Food and Beverage Operations HMN215A/B class schedule

| Week | Reading Chapters | Internet | Class discussions | Homework |
|-------|------------------|--------------------|--|---|
| One | Chapter 1 - 3 | See end of chapter | *Leadership in Food & Beverage Ops. *Food and Beverage Ops. *Select Restaurant Food & Beverage Staff | Reading Chapter reviews 1 – 3 Case Studies: Page: 16, 17, 51, 54, 99, 104 |
| Two | Chapter 4 - 5 | See end of chapter | Select Hotel Food and Beverage Staff Select Beverage Service Staff | Reading Chapter reviews: 4, 5 Case Studies: Page: 205 |
| Three | Chapter 6 - 7 | See end of chapter | Responsible Alcohol Service Menu Development | Reading Chapter reviews 6 – 7 Case Studies: Page: 206, 256, 293, 294, 295 |
| Four | Chapter 8-9 | See end of chapter | Food and Beverage Supplies and Equipment Facility Design, Decor, and Cleaning | Reading Chapter reviews: 8 – 9 Case Studies: Page: 339, 340, 372 |
| Five | Chapter 10 - 11 | See end of chapter | Sanitation, Safety, Security, Health, and Legal Issues Labor and Revenue Control | Reading Chapter reviews: 10 - 11 Case Studies: Page: 427, 428, 429, 430, 466, 467, 471 |
| Six | Chapter 12 - 15 | See end of chapter | Restaurants Banquets and Catered Events In-Room Dining On-Site Food and Beverage Operations | Reading Chapter reviews: 12 – 15 Case Studies: Page: 505, 506, 571, 572, 572, 574, 578, 683 |

Please note, this is just a suggested class schedule. Guest speakers and/or site inspections will be scheduled based on availability and class schedule will be adjusted accordingly.