

CLASS NUMBER AND NAME:	<b>HMN215A– MANAGING SERVICE IN FOOD AND BEVERAGE OPERATIONS</b>
TOTAL HOURS/ UNITS:	24 HOURS/2 UNITS
PREREQUISITES:	Concurrent enrollment in HMN215B
TEXTS AND MATERIALS:	<i>Principles of Food &amp; Beverage Management</i> , 2 <sup>nd</sup> ed. 0-13-272549-5, answer sheet, 13:978-0-13-272549-1, NRAEF
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, promote repeat business, while successfully managing a food service operation.
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. Topics covered include leadership, planning, communications, motivation, daily operations, training, lawful workplace principles, compensation, menu management, purchasing, food production standards, food costs, budgeting, menu pricing, labor and other costs. With the optional materials, students investigate save food handling procedures and purchasing options and controls.
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:**

An exam comes with the text from the National Restaurant Association Educational Foundation. Each test passed successfully merits a certificate from the NRAEF in that area. Students that complete the required four core examinations and one elective examination are eligible to earn a credential. Anyone interested should contact the instructor and dean to determine how the material for ServSafe can be covered and that exam taken.

**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	50%
2. Assignments	30%
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, empowerment and motivation.
2. Demonstrate an understanding of menu development and analysis.
3. Demonstrate an understanding of the basic purchasing steps and safeguards.
4. Demonstrate an understanding of the safety and cost control considerations in receiving, storing, and issuing food product.
5. Demonstrate an understanding of the development and administration of quality food production standards.
6. Demonstrate an understanding of labor and revenue control, management principles including motivation and leadership in a food and beverage setting.
7. Demonstrate an understanding of banquets and events, room service, and on-site food service operations.
8. Discuss and apply management theories and practices in an F&B operation as demonstrated in a case study analysis.

Food and Beverage Operations HMN215A/B class schedule

Week	Reading Chapters	Internet	Class discussions	Homework
One	1 & 2	Assigned in class	Menu Planning Menu Design Selling Prices on the menu Menu Engineering Standardized recipes Calculating recipe costs Technology in recipe development	Do the application exercise and field exercise for Chapters 1 & 2, turn in next week. Do this for each week until the end of the text.
Two	3 & 4		Purchasing Quality requirements Purchase quantities Vendors Ordering procedures Receiving, storing, issuing procedures	As above
Three	5 & 6		Quality food production Production planning Food safety Production staff Alcoholic beverage and regulations Beverage management Beverage service methods Enhancing wine sales	As above
Four	7 & 8		Job standards Job descriptions Training Checklists Controlling labor costs Consumer nutrition concerns Truth-in-menu Allergies Alcoholic beverage service	As above
Five	9 & 10		Buffets Banquets, Catering Special functions Quality and improvement Financial analysis Corrective action processes Implementing change	

Six	Review and Test			Final Project from Text, plus Chapter 9 and 10 homework
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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.