

CLASS NUMBER AND NAME: **HMN215B – MANAGING SERVICE IN FOOD AND BEVERAGE OPERATIONS**

TOTAL HOURS/ UNITS: 24 HOURS/2 UNITS

PREREQUISITES: Concurrent with HMN215A

TEXTS AND MATERIALS: *Controlling Food Service Costs*, 2<sup>nd</sup>, ed., 0-13-217527-4, answer sheet -13:978-0-13-217521-2  
*Purchasing*, 2<sup>nd</sup> ed., 13:9780132181648, answer sheet, 978-0-13-218164-8, 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 when class begins. Should the student arrive more than five minutes late 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:**

Students take an exam for each text, 1 for each three weeks of class with an option to study and take the ServSafe exam if time and interest permits. Each 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 and completing the tests in the first groups plus ServSafe and an elective qualifies students for certification.

**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 quality in product sourcing.
2. Demonstrate an understanding of common purchasing options and commensurate quantity considerations.
3. Demonstrate an understanding of ethical vendor relationships.
4. Demonstrate an understanding of purchasing, equipment, facility design, décor, and sanitation.
5. Demonstrate an understanding of safety, security, health and legal issues.
6. Demonstrate an understanding of labor and revenue control, and cost controls.
7. Demonstrate a introductory understanding of forecasting and budgeting in food service operations.
8. Demonstrate the ability to calculate food costs, determine menu prices, within the context of pricing strategies in a food service operation.
9. Demonstrate an understanding and the application of principles in food cost controls in purchasing, receiving, issuing, production service, sales, and labor in food service operations.
10. Demonstrate an understanding of and application to case studies of the principles and practices in controlling labor and other costs within forecasting and budgeting parameters.

Food and Beverage Operations HMN215A/B class schedule

Week	Reading Chapters	Interne References	Class discussions	Homework
One	Purchasing: Chapters 1 & 2	Assigned in class	See chapter headings for chapters 1 and 2 and be prepared to cover these in class. Same for each chapter/class meeting for rest of term.	Prepare to discuss the application exercises for each chapter and complete the Review of Learning in class when required. Do this for each week from now on.
Two	Chapters 3,4,5		Quantity ordering Selecting vendors Pricing decision	Review of Learning
Three	Chapters 6,7,8		Ordering procedures Ethics and vendor relations Payment & evaluation	Test during last class meeting on <b>Purchasing</b> .
Four	Controlling Foodservice Costs Chapters 1, 2, 3		Why cost control – the continuum of control Forecasting and budgeting Calculating food cost: percentage and prime costs	Review of Learning
Five	Chapters 4,5,6,7		Menu prices Menu mix Purchasing order systems Receiving, storing, inventory Production controls	Review of Learning
Six	Chapters,8,9 10		Service and sales as part of controls Labor and other costs Protecting revenues	Test during last class meeting on <b>Controlling Foodservice Costs</b>

Please note, this is just a suggested class schedule.