



School of Business and Creative Design

Hospitality and Tourism Management Program

Course Outline – Fall 2013

Course Code: HAT 2314

Course Title: Food and Beverage Service

Prepared By: Marilyn Neville

Date: Fall 2011

Revised By: Marilyn Neville

Date: Fall 2013

Approved By: Yvonne Clarke, Associate Dean

Prerequisite: None

Corequisite: None

Prerequisite for: HAT 2334 and CLN 2196

1. Course Description

This course provides the student with the basic practical skills, knowledge and abilities for food and beverage service. A combination of theory and practical labs introduce the student to front of the house operations, service standards, mixology, and tableside food preparation. Smart Serve Certification is included in the course offerings. Successful completion of this course is required for the students to participate in the operation of Creations Fine Dining.

2. General Education and Essential Employability Skills

This course provides the following provincial Essential Employability Skills:

- #1: Communication
- #2: Numeracy
- #3: Critical Thinking and Problem Solving
- #4: Information Management
- #5: Interpersonal
- #6: Personal

Is this course approved as a General Education course?

☒

No

☐

Yes

Students should refer to their program's restricted General Education courses for final determination.

3. Learning Outcomes

Upon successful completion of this course, the learner will be able to:

1. Discuss the interrelationship between food and beverage operations and accommodations within hospitality enterprises and other tourism venues
2. Discuss the characteristics of successful food and beverage operations
3. Utilize foodservice terminology in relation to menu, service, and equipment found in food and beverage venues
4. Identify trends in evolving customer needs and behaviours as it affects the food and beverage industry
5. Demonstrate professional service skills in a dining room setting
6. Develop job task checklists to summarize training outcomes
7. Apply formulas to determine selling prices, costs, and cost percentages for products.
8. Effectively perform the duties and responsibilities of a bartender

9. Participate, as a member of a quality food and beverage team, in the provision of services for special events (e.g. conferences, festivals, banquets)

4. Course Objectives

*Learning Outcome Reference
Number*

Unit 1

- | | | |
|-----|---|-------|
| 1.1 | Overview the historical development of the foodservice industry | [1] |
| 1.2 | Identify the various types of foodservice embedded within the other tourism sectors | [1] |
| 1.3 | Identify the relationship between the Food and Beverage Sector and the other tourism sectors contrasting commercial and non-commercial foodservices | [1] |
| 1.4 | Identify the types and characteristics of food and beverage service operations | [2,3] |
| 1.5 | Explain the factors that contribute to the success and failure of foodservice operations including marketing and social media | [2,3] |
| 1.6 | Discuss foodservice related job/career opportunities | [1] |
| 1.7 | Discuss key trends in food and beverage relative to menu development including nutrition, food sensitivities, and allergy awareness | [2,4] |
| 1.8 | Discuss the eating habits of various segments of the foodservice market including cultural and religious diets such as kosher and halal. | [2,4] |
| 1.9 | Research an ethnic cuisine in terms of its origin's gastronomy | [2,4] |

Unit 2

- | | | |
|-----|---|-------|
| 2.1 | Identify the skills, knowledge and abilities common to professional servers | [5] |
| 2.2 | Describe the typical hierarchy of service staff | [1,3] |
| 2.3 | Associate the keys to excellent service to the dining cycle | [2] |
| 2.4 | Relate successful staff selection to managerial success | [2] |
| 2.5 | Adhere to personal grooming and uniform standards | [5] |

- for service staff
- 2.6 Prepare job task checklists for service staff and bartender [2,6]
- 2.7 Calculate food and beverage selling prices, costs, and cost percentages [7]

Unit 3

- 3.1 Identify equipment typically found in a dining room and demonstrate its proper use and care [3,5,8]
- 3.2 Identify commonly used pieces of glassware, flatware and serving pieces [3,5,8]
- 3.3 Define commonly used food and beverage terminology [3,5]
- 3.4 Identify types of service common to dining room and banquet operations [3,5]
- 3.5 Differentiate between French, Russian, and American service [3,5]

Unit 4

- 4.1 Discuss methods of taking reservations to maximize seating and maintain quality service [2]
- 4.2 Develop a seating plan from a reservation list [2,5]
- 4.3 Prepare dining room and service stations to accept guests [2,3,5]
- 4.4 Preset table settings specific to menu and service style [3,5]
- 4.5 Demonstrate how to properly load, carry, and unload a variety of service trays [3,5]
- 4.6 Demonstrate proper procedures for plate, cutlery, and glassware handling. [3,5]
- 4.7 Recall the proper procedures for professional wine service [3,5,8]
- 4.8 Practice skills in guest communication such as menu presentation, active listening, suggestive selling, and service recovery [3,5,8]
- 4.9 Identify methods of service required to serve guests with special needs [5]
- 4.10 Participate in an experiential learning activity related to determining the special needs of guests [5]
- 4.11 Calculate guest checks using a manual system [3,5,8]
- 4.12 Participate in the demonstration of table side food preparation including Caesar Salad and flambéed [5]

desserts

- 4.13 Outline the responsibilities and duties of a busperson, server, host and dining room supervisor [2,,5,6]

Unit 5

- 5.1 Successfully complete the Smart Serve Certification Process [8]
- 5.2 Perform the opening and closing duties of a bartender including inventories [8]
- 5.3 Demonstrate various methods mixing cocktails [3,8]
- 5.4 Recall the method, equipment, ingredients and garnish to be used for popular beverages [3,8]
- 5.5 Prepare commonly ordered cocktails from memory [8]
- 5.6 Distinguish between various types of spirits, liqueurs, beers, and wine and their properties [3,8]
- 5.7 Identify popular brands of spirits, liqueurs, and beers [8]

Unit 6

- 6.1 Participate in a program hosted event as a member of a quality food and beverage team [2,3,4,5,8,9]
- 6.2 Comply with legislation governing alcohol service based on the successful completion of the Smart Serve Certification Program [2,3,8,9]
- 6.3 Abide by safety, cleanliness and sanitation standards for both front and back of the house operations with regard to facility, equipment and personal hygiene [2,45,8,9]
- 6.4 Take ownership and responsibility for their role individually and as a team member both inside the classroom and within the workplace [9]
- 6.5 Clearly demonstrate a level of respect for one's self, one's peers, the team, the facilitator and the guest as is expected in the classroom and in the workplace [5,8,9]
- 6.6 Self reflect on performance at a program hosted event [9]

5. Resources and Supplies

a. Required

Smart Serve Ontario, Smart Serve Certification Package, HIT00, Revised August 2011.

Food and Beverage Service Voucher – purchased from the bookstore to cover in class expenses

Students are expected to be ready to participate, and dressed in their Front of the House Uniform including their corkscrew for all lab classes. Refer to program standards for specifics. Students not properly attired may not be allowed to participate in lab classes.

Recommended Text:

The Culinary Institute of America, Remarkable Service, 2nd ed. Wiley, 2009.

Various readings related to the course topic will be assigned for the purpose of discussion and review. The student is encouraged to utilize various sources of current knowledge including periodicals available in the Resource Centre and the thousands of related sites on the World Wide Web. Students should keep up to date on trends in the tourism industry portrayed in the media and by visiting local establishments.

6. Methodology

Classroom Theory – 2 hours per week - Students will be exposed to a variety of teaching/learning methods including lectures, discussions, demonstrations and videos.

Dining Room/Mixology Lab – 2 hours per week – hands on practical training will give students an opportunity to practice service skills. Attendance is mandatory.

Events – Students will be provided with the opportunity to practice their skills at food and beverage based functions hosted by the programs. Attendance is mandatory.

7. Student Evaluation

The following elements will determine the student's final grade:

| | |
|--------------------------------------|-------------|
| Tests- 2 @ 15% | 30% |
| Smart Serve Certification | 10% |
| Assignments | 10% |
| Practical Skill Testing | 35% |
| Events | 10% |
| Professional Attitude and Appearance | 5% |
| Total | 100% |

Missed Test Policy

All tests must be written, all assignments must be submitted to the instructor's satisfaction, and all labs must be attended, in order to receive a passing grade. If the student is not present for a quiz, the result will be recorded as a zero. The instructor may make an exception and allow the test to be written at a time other than the scheduled time or a lab to be missed provided that:

- A medical certificate is presented as proof of the student's inability to be present at the scheduled time

- The instructor has agreed in ADVANCE that there is justification for the student not being present at the scheduled time

The student is expected to complete all assignments on time. All assignments are to be submitted during scheduled class time on the due date or as per faculty instruction. Late submissions will be penalized at 10% per day.

The round off mathematical principle will be used. Percentages are converted to letter grades and grade points as follows:

| Mark (%) | Grade | Grade Point | Mark | Grade | Grade Point |
|----------|-------|-------------|-------|-------|-------------|
| 94-100 | A+ | 4.0 | 67-69 | C+ | 2.3 |
| 87-93 | A | 3.7 | 63-66 | C | 2.0 |
| 80-86 | A- | 3.5 | 60-62 | C- | 1.7 |
| 77-79 | B+ | 3.2 | 50-59 | D | 1.0 |
| 73-76 | B | 3.0 | 0-49 | F | 0.0 |
| 70-72 | B- | 2.7 | | | |

The passing grade in this course is a D. The Hospitality and Tourism Management Program and the Culinary Management Program requires a grade of D in order to graduate from the program. For further clarification, the student may consult with the Program Coordinator or the Dean.

8. Related Items

Students with Disabilities

If you are a student with a disability please identify your needs to the professor and/or the Accessibility Centre so that support services can be arranged for you. You can do this by making an appointment at the Accessibility Centre, Room L103 ext.3427 or by arranging a personal interview with the professor to discuss your needs.

Student Rights and Responsibility Policy

Acceptable behaviour in class is established by the instructor and is expected by all students. Any form of harassment or violence will not be tolerated. Action will be taken as outlined in Lambton College policy.

Cheating and plagiarism are serious academic offences subject to disciplinary action. It is the student's responsibility to be aware of the cheating policy as described in the Lambton College Student Rights and Responsibilities policy. For further information on all of these policies, links may be found on the Lambton College website.

Prior Learning Assessment Statement

This course is eligible for Prior Learning Assessment

☒ **Yes** ☐ **No**

If yes has been selected, you may choose to contact the Counselling Department for advice on Prior Learning Assessment.

Date of Withdrawal without Academic Penalty

Please consult the Academic Regulations and Registrar's published dates.

Waiver of Responsibility

Every attempt has been made to ensure the accuracy of this information as of the date of publication. The content may be modified, without notice, as deemed appropriate by the College.

Note: It is the student's responsibility to retain course outlines for possible future use to support applications for transfer of credit to other educational institutions.