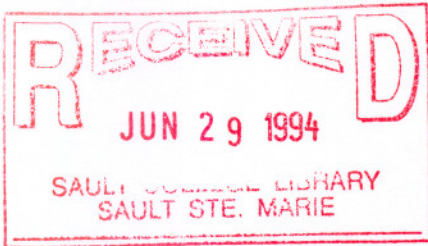


SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO



COURSE OUTLINE

Course Outline: FOOD AND BEVERAGE SERVICE

Code No.: FDS 116-4

Program: HOTEL & RESTAURANT MANAGEMENT I

Semester: ONE

Date: SEPTEMBER 1994

Previous Outline Dated: SEPTEMBER, 1993

Author: K. SIEBERTZ

New: _____ Revision: X _____

APPROVED: Dean, Business & Hospitality Date _____

TEXT REQUIRED:

The Professional Host - Food Service Editors of CBI

REFERENCES:

- National Restaurant Association Training Videos
- Student Manual
- Food and Beverage Service, by D.R. Lillicrap
- Quality Service - The Restaurant Manager's Bible, by W.B. Martin
- Professional Table Service, by Meyer, Schmid, Speuhler

MODULE 1: This module will discuss:

- Historical Profile of Hospitality
- Dining Room Organization
- Safety and Sanitation
- Types of Food Service

Objectives: When this module is completed, the student should be aware of:

- the evolution process in the Hospitality Industry as it relates to current standards

The student will identify:

- the organization chart as a management tool for food and beverage operations as it relates to the "Front of the House" and "Back of the House"
- personal characteristics essential for food and beverage service employees
- responsibilities of management staff for the overall running of an operation as well as typical management positions

The student will be aware of and know the importance of:

- the necessity of Safety and Sanitation in the restaurant as it relates to body mechanics, fire safety, emergencies, personal hygiene and sanitation.

The student will identify:

- the different types of food service operations from Fast Food outlets to grand restaurants and their menu and service style requirements.
- the composition of the meal as well as the menu

MODULE 2: This module gives an overview of the preparations necessary prior to opening for service of a Dining Room or Restaurant.

Objectives: When this module is completed, the student will be able to:

- understand the term "mise en place" as it relates to organization and completion of all duties and tasks required prior to guest arrival
- select and use proper linen as designated by type of function
- identify various types of serviceware and its uses, such as flatware, china, glassware and holloware
- set a table for luncheon service as dictated by different menus
- prepare and stock a side stand
- identify the needs for personal "mise en place" as it relates to personal preparedness for service

MODULE 3: This module will discuss serving the guest in a Dining Room or Restaurant

Objectives: After completion of this module, the student will be able to:

- know the different types of service offered in the Industry such as French Service, Russian Service, Gueridan Service, American Service, Buffet, Counter, and Cafeteria Service
- know the rules for correct service
- perform correct service starting with greeting through to departure
- know how to deal with difficult customers and complaints in a professional manner
- know the correct way of loading, lifting and carrying a tray safely

MODULE 4: Deals with Teamwork

Objectives: After completion of this module, the student will understand:

- the importance of working together with co-workers and management to more efficiently reach a common goal
- that personal problems do not belong in the workplace
- that a positive attitude is most helpful

REFERENCE SUMMARY:

- Module 1 - Chapters 1 - 4
- Module 2 - Chapter 5
- Module 3 - Chapter 6
- Module 4 - Student Manual

ATTENDANCE:

Failure to attend a theory class, lab or staff meeting will result in the student receiving an "I" grade and forfeit their right to Gallery work until she/he demonstrates knowledge of activities to the satisfaction of the Gallery instructor.

Cleaning labs at the end of the semester is mandatory.

Three "I" grades in a semester will result in an "R"

EVALUATION:

- 1) Personal appearance, practical skills in serving and sales ability in the Gallery operation are monitored.
- 2) Periodic assignments and two tests in Theory will be given.
- 3) All assignments must be handed in on due dates in order to be corrected and marks assigned.
 - a) Personal Appearance, Gallery Performance and Sales as indicated by evaluation form and sales objectives as set by instructors - 40%
 - b) Term Practical and Theoretical Tests - 40%
(Term practical consists of setting a table for 4 people as practised during the fall semester)
 - c) Submission of 2 sections (Sanitation and Safety, and Mixology) of Standard Manual as outlined on requested dates - 20%

PASS - 60%

- 4. Failure to attend a scheduled lab or theory class will result in an "I" mark. Three labs or theories missed in a semester automatically results in an "R" and the student will be relieved of his/her Gallery responsibilities.

A daily evaluation sheet on appearance, attitude, and skill is done for Gallery work. Refer to evaluation forms in Student Manual. You may obtain your lab mark the following day of the function. A daily record of sales per person is also maintained. Non-attendance naturally forfeits any possible marks.

There will be no extension of due date for Standard Manual. Only in the event of sickness or other major circumstances will extension be considered.

GRADING SYSTEM:

A+ 90-100%
A 80- 89%
B 70- 79%
C 60- 69%
R Repeat - under 59%

AVAILABILITY:

Please feel free to contact me in Room L140, extension 437. Check my timetable for available periods.

OTHER INFORMATION:

If there is any student in the class who has need for test-taking or notetaking accommodation, please feel free to come and discuss this with me.

**OPERATIONS MANUAL
PHASE 1**

Presentation - Appropriate Binder

- 1) Appropriate 3 Ring Binder
- 2) Dividers
- 3) Table of Contents
- 4) Language - Spelling
- 5) Graphics

Sanitation and Safety

- a) Personal Hygiene
- b) Safety
- c) Use of Machines and Equipment
 - kitchen
 - dining room
- d) Care in Food Handling
 - kitchen
 - dining rom

Due Date _____

Kitchen

- a) Dish washing - procedures and equipment
- b) Pot washing - procedures and methods
- c) Appetizers, garnishes and breads
- d) Main Course
- e) Desserts
- f) Order taking and plate presentation
- g) Tally controls - popularity indexes

Due Date _____

THE ABOVE DOCUMENT BELONGS TO CHRISZ-BUSINESS DEPT.