

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE
SAULT STE. MARIE, ONTARIO, CANADA

COURSE OUTLINE

COURSE TITLE: FOOD AND BEVERAGE MANAGEMENT

CODE NO.: HMG 232 SEMESTER: 3

PROGRAM: HOTEL AND RESTAURANT MANAGEMENT

AUTHOR: DERON B. TETT. B.A.H.. B. ED.

Office: L 140
Phone: 759-2554, ext. 583

DATE: 1997 05 15 PREVIOUS OUTLINE DATED: 1996 08

APPROVED: **^^^cry^** /^-<Y''-^?/

DEAN, SCHOOL OF BUSINESS DATE
& HOSPITALITY

TOTAL CREDITS: J__

PREREQUISITES: FDS 117

LENGTH OF COURSE: 3 HR/WK. TOTAL CREDIT HOURS: 48

- 2) Perform effectively as an accommodation operations team member.

Potential elements of the performance:

- *respond to guests' and coworkers' requests and concerns in a positive and timely manner
- *apply knowledge of the organization of an accommodation facility, including guest service departments, to interact appropriately with coworkers and to anticipate and effectively respond to guest needs
- *use knowledge of guest service departments and policies to enhance front office job performance
- *begin to schedule staff meetings prior to the opening of the food and beverage operation
- *supervise correct dining room set up
- *assist in the orientating and training of formal dining room and beverage service
- assist in the orientating and training on the point-of-sale system
- *liaise with chef to verify menu content and presentation
- *monitor, call, reconfirm and all reservations

- 3) Perform effectively as a member of a food and beverage preparation and service team.

Potential elements of the performance:

- supervise the set up and maintenance of organized work stations
- *supervise~the preparation and presentation of alcoholic beverages including mixed drinks
- maintain bar inventory and organize bar equipment and supplies
- manage the ordering, receiving and stocking of supplies from the kitchen, liquor room and central storeroom
- supervise the selection and use of correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- supervise the recording, retrieval, serving, and clearing of orders for food and beverage, and complete follow-up service including processing guest cheques

- *assist in the development of effective advertising and promotion strategies, including the use of public relations and the media
- *perform advertising duties in menu design, production and promotion

- 6) Support the provision of healthy, safe, and well-maintained hospitality environments.

Potential elements of the performance:

- prepare and/or monitor documentation such as schedules, reports, contracts, and checklists, required for the provision and maintenance of hospitality services and facilities
- *act in accordance with legislation governing safety and security in the workplace
- *follow safety regulations and health and sanitation codes

- 7) Apply computer skills to support the performance of a variety of functions in the hospitality industry.

Potential elements of the performance:

- *adapt to various and changing technologies, systems, and computer applications for the hospitality industry
- prepare correspondence, reports, and other print documents for hospitality situations using appropriate software
- apply computer concepts to~hospitality applications using manuals and aids related to a specific software program

VI. SPECIAL NOTES

Dress Code

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom.

Special Needs

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.

Plagiarism

Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities." Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.

Retention of Course Outlines

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions

Substitute course information: available at Registrar's Office.

The professor reserves the right to modify the course as deemed necessary.