

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



Sault College

COURSE OUTLINE

COURSE NAME: FOOD AND BEVERAGE OPERATIONS

CODE NO. : HOS 100 **SEMESTER:** 1

PROGRAM: HOSPITALITY OPERATIONS – FOOD AND BEVERAGE
HOSPITALITY MANAGEMENT – HOTEL AND RESORT

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DATE: 05/08 **PREVIOUS OUTLINE DATED:** 08/07

APPROVED: "Penny Perrier"

	_____ Chair	_____ DATE
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TOTAL CREDITS: 4

PREREQUISITE(S): NONE

HOURS / WEEK: 4

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The School of Hospitality
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I. COURSE DESCRIPTION:

This course will provide students with theoretical as well as practical training in beverage management, production and dining room service. Specifically, students will develop their knowledge and skills to successfully prepare and professionally serve customers in a food and beverage operation. All students will utilize their newly-acquired knowledge and skills from this course in the fully operational restaurant (The Gallery), as well as internal and external banquet functions.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Analyze the Canadian tourism industry sectors, their interdependence, policies, changes and individual roles.

Potential Elements of the Performance:

- Analyse the interdependence of the hospitality sectors
- Identify the impact of government policies, changing motivations, and private services of the hospitality sectors
- Understand the various staffing functions in a food and beverage operation and how they interrelate

This learning outcome will constitute approximately 5% of the final mark.

2. Understand and apply the regulations of the Smart Serve Program as a certified server.

Potential Elements of the Performance:

- Understand facts about alcohol and alcohol consumption
- Understand how alcohol affects the body
- Recognize signs of intoxication
- Understand the legal rights and responsibilities
- Explain the civil liability
- Discuss the types of licences
- Explain how to create a safe and enjoyable atmosphere
- Discuss prevention and intervention techniques
- Assess risks for owners and managers

This learning outcome will constitute approximately 10% of the final mark.

3. Apply human resources, management, and leadership knowledge and skills to enhance performance as an employee and team member, and to contribute to the management of a hospitality enterprise.

Potential Elements of the Performance:

- Participate in the development of job descriptions and task lists for the hospitality industry
- Relate her/his role within a hospitality enterprise to the structure of the organization, its decision-making process, and the roles of the co-workers
- Comply with current employment and human rights legislation
- Identify the types of licences and endorsements under the Liquor Licence Act of Ontario (L.L.A.O.)
- Discuss the limitations and restrictions for each licence
- Understand the liabilities within each licence
- Adhere to the service guidelines established in the L.L.A.O.

This learning outcome will constitute approximately 5% of the final mark.

4. Provide accomplished service of food and beverages for a hospitality enterprise.

Potential Elements of the Performance:

- Select and use the correct tools, equipment, and supplies for food and beverage service
- Plan and provide service of food and beverage for special events
- Ensure compliance with legislation governing alcohol service and complete the requirements of the Smart Serve Program
- Ensure compliance with current legislation, safety regulations, and sanitation codes related to food and beverage service
- Apply product knowledge to provide selection of food and beverage for optimal customer satisfaction
- Monitor service quality and make recommendations for improving service

This learning outcome will constitute approximately 10% of the final mark.

5. Identify and discuss distilled and fermented products.

Potential Elements of the Performance:

- Discuss the types of spirits that are distilled
- List all of the ingredients required to produce a given distilled product
- List the steps in the production process of spirits
- List the types of alcoholic beverages which are fermented
- List the ingredients required to produce beer
- Describe the steps in the production process of beer
- Identify correct storage techniques and procedures
- Demonstrate correct opening and serving techniques for wine, champagne and beer

This learning outcome will constitute approximately 15% of the final mark.

6. Provide quality food and beverage planning, preparation, and presentation for a variety of hospitality environments.

Potential Elements of the Performance:

- Design, prepare, and present alcoholic beverages including mixed drinks
- Organize the selection and use of correct products and techniques for food and beverage production
- Differentiate between the three preparation methods
- Select proper glassware
- Mix drinks in the correct sequence using the proper technique and recipe
- Prepare and use appropriate garnish and ice
- Serve cocktails in a professional manner
- Demonstrate a knowledge of the recipes of the most commonly served cocktails
- Provide verbal or written knowledge of all cocktails
- Ensure compliance with current health, safety and sanitation legislation and regulations
- Adhere to standard operating policies, practices, and procedures related to the provision of preparation and service of food and beverages

This learning outcome will constitute approximately 15% of the final mark.

7. Open and close a bar.

Potential Elements of the Performance:

- Perform opening inventory
- Set up bar according to established format
- Practice responsible pouring and serving methods
- Perform closing inventory
- Prepare requisition based on established bar stock
- Store and lock up all products
- Follow the principles of sanitation

This learning outcome will constitute approximately 10% of the final mark.

8 Ensure a high degree of customer satisfaction by anticipating guests' needs and providing hospitality services in a professional manner.

Potential Elements of the Performance:

- Identify the appropriate business etiquette and protocol for a multitude of hospitality business environments
- Outline and explain the standard types of service
- Comply with policies and legislation governing ethical behaviour, rights and freedoms, and codes of conduct
- Employ effective interpersonal skills in dealing with co-workers
- Adhere to professional standards of dress, hygiene, and grooming
- Explain how to establish and maintain a rapport with the customer and respond in a positive and timely manner to customer concerns adapting service to meet customer needs and to exceed customer expectations
- Apply principles of customer service in hospitality settings
- Apply knowledge of the organization of a hospitality enterprise to interact appropriately with co-workers and to anticipate and effectively respond to guest needs to exceed guest expectations

This learning outcome will constitute approximately 10% of the final mark.

9. Demonstrate and apply knowledge of formal food and beverage service techniques.

Potential Elements of the Performance:

- Discuss proper coffee and tea service
- Process guest cheques manually (trained on the automated point-of-sale system in FDS116)
- Discuss the importance of telephone skills
- Explain suggestive selling and up selling techniques
- Discuss the set up and maintenance of an organized work station
- Select correct tools, equipment, supplies, and techniques for food and beverage preparation and service
- Outline the steps involved when serving a guest in a formal dining room setting

This learning outcome will constitute approximately 10% of the final mark.

10. Apply accounting and financial knowledge and skills, including cost control techniques, to the operation of a hospitality enterprise.

Potential Elements of the Performance:

- Apply mathematical skills to make accurate calculations, to verify the accuracy of calculations, and interpret the results
- Apply knowledge of proper procedures of purchasing, receiving, storing, and issuing for food and beverages
- Outline policies for monitoring inventory and forecasting requirements
- Apply knowledge of pricing to food and beverage operations
- Take into account the impact on business of legislated taxes and premiums (e.g. PST, GST, Employer Health Tax , WSIB premiums)

This learning outcome will constitute approximately 5% of the final mark.

11. Develop ongoing personal professional development strategies and plans to achieve realistic career goals and to enhance leadership and management skills for the hospitality environment.

Potential Elements of the Performance:

- Solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- Recognize the importance of ethical behaviour and codes of conduct in business
- Apply principles of time management and meet deadlines
- Recognize the importance of the guest, the server-guest relationship, and the principles of good service

This learning outcome will constitute approximately 5% of the final mark.

III. TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

- Smart Serve certification
- Liquor licences and endorsements
- Spirits, beer, wine & cocktails
- Operating and managing a bar
- Dining room set up and service
- Opening and closing beverage inventory, requisition, and forecasting requirements
- Correct beverage selection and service
- Correct formal dining room etiquette, codes of conduct and protocol
- Customer service
- Types of service
- Standard opening and closing service duties
- Order-taking and maintaining service
- Suggestive selling techniques, and up selling
- Correct coffee and tea service
- Reservations and telephone skills
- Guest-cheque creation and settlement
- Health, safety and sanitation regulations
- Methods of evaluation for managers and staff

- Food and beverage operation terminology
- Job descriptions, scheduling, and staffing
- Waste, spoilage, pilferage and theft

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Smart Serve workbook, Hospitality Training Organization of Ontario
Morelli, Carmine, A Guide to Bartending. Vancouver Community College
Press, Vancouver, 1994.

Morelli, Carmine, Recipes, A Guide to Bartending. Vancouver Community
College Press, Vancouver, 1994.

Dahmer, Sondra & Kurt Kahl, Restaurant Service Basics. John Wiley &
Sons, Inc., New York, 2002.

V. EVALUATION PROCESS/GRADING SYSTEM:

The following semester grades will be assigned to students in post
secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject area	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

NOTE: Students may be assigned an "F" grade early in the course for unsatisfactory performance.

Professor's Evaluation

Tests	50%
Projects/Assignments	10%
Labs	30%
Student Professionalism (Attendance, dress code, conduct)	10%
Total	<hr/> 100%

ASSIGNMENTS:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided and agreed to by the professor in advance.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor prior to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

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. For further details, please read the Hospitality Centre dress code.

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

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 postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Plagiarism:

Students should refer to the definition of "academic dishonesty" in the Student Code of Conduct. 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/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.