

SEMESTER 2000

# Sault College of Applied Arts and Technology sault ste. marie

## Course Outline

FOOD SERVICE MANAGEMENT

FDS 114-5

revised

JANUARY ~~1978~~ 1980

# FOOD & BEVERAGE II

FDS 114-5

## REFERENCES:

GOURMET TABLE SERVICE - PAUL O. HUEBNER

PROFITABLE FOOD & BEVERAGE OPERATION - BRODNER

## METHOD:

THE COURSE WILL CONSIST OF LECTURES, DEMONSTRATION AND PRACTICE WITHOUT CUSTOMERS, AND ACTUAL WORK SERVING GUESTS IN OUR DINING ROOM

## EVALUATION:

ATTENDANCE, PUNCTUALITY, NEATNESS	20%
TERM TESTS	30%
WORK PERFORMANCE IN GALLERY	50%
	<hr/>
	100%

PASS MARK WILL BE 60%

ATTENDANCE WILL BE TAKEN AND WILL BE INCLUDED AS PART OF THE TERM MARK.

ASSIGNMENTS HANDED IN LATE WILL LOOSE TWENTY PER CENT OF TOTAL VALUE.

MAKE-UP WILL BE CONSIDERED A PRIVILEGE GRANTED ONLY WHEN THE INSTRUCTOR DETERMINES THAT CIRCUMSTANCES BEYOND THE STUDENTS CONTROL PRELUDE THE CONCLUSION OF THE COURSE OUTLINE.

## OBJECTIVES:

TO BE COMPETENT IN THIS SUBJECT, THE STUDENT MUST BE ABLE TO:

- HANDLE RESERVATIONS
- FORECAST NUMBER OF CUSTOMERS
- GREET AND SEAT CUSTOMERS
- SUPERVISE SERVICE
- HANDLE COMPLAINTS
- CARRY OUT CASH AND CHARGE SALES PROCEDURES
- KEEP DINING ROOM AND LOUNGE WORKING INVENTORY
- SPECIFY SIDE JOBS
- CARRY OUT STATION PREPARATION
- CARRY OUT STAFF BRIEFING
- CARRY OUT FINAL INSPECTIONS
- DISPLAY A KNOWLEDGE OF THE MENU
- DISPLAY A PLEASING PERSONALITY
- SUGGEST AND HELP THE CUSTOMER DECIDE ON MENU
- LIAISE WITH KITCHEN
- EXHIBIT AN AWARENESS AND PERFORM:
  - FRENCH SERVICE
  - RUSSIAN SERVICE
  - BUFFET SERVICE
  - BANQUET SERVICE
- TIME AND CO-ORDINATE COURSER
- MAKE SALADS AT TABLE
- CARVE AND PLATE AT TABLE
- DE-BONE FISH AT TABLE
- FLAMBE ENTREES AND DESSERTS AT TABLE