

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: FOOD AND BEVERAGE MANAGEMENT
Code No.: HMG 232
Program: HOTEL & RESTAURANT MANAGEMENT
Semester: III
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APPROVED:

Chairperson

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Date

FOOD & BEVERAGE MANAGEMENT

HMG 232

Course Name

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TEXT: "Gallery Operational Manual"
 "Job Descriptions - Gallery"

REFERENCE t Texts used in Food Service I and II, Personnel Management,
 and Banquets & Convention Sales

OBJECTIVES:

- 1) Practical application of theory developed in the techniques discussed in managing and supervision of Gallery personnel*
- 2) To introduce the student to the practical application of planning, organizing, communicating and report systems used in Hotels and Restaurants.
- 3) To develop an awareness of the importance of each department (sales-stores-production-service-accountability) and the need for participatory management in order to insure quality product and service in the Hospitality Industry.

METHOD;

- 1) Students will be rotated through various supervisory positions in Gallery Operation•
- 2) Students will be exposed to various types of functions; (luncheons, dinners, buffets, cocktail parties, etc.) and will be expected to plan, organize and execute their supervisory responsibilities within the guidelines established.

ATTENDANCE: The criteria used is one of employer/employee. To maintain a semblance of true work environment and ensure the proper administration of service in the Gallery. Absence from meetings, functions and prescribed scheduled duties will forfeit the students right to continue in the course due to his/her unreliability. (3 labs or Gallery functions over a semeste will be graded incomplete and student would have to repeat).

EVALUATION:

- 1) Direct application of personnel management theories.
- 2) Direct application of sales and organizational theories from Banquets & Conventional Sales.
- 3) The adherence to the standards of quality and quantity described in the Gallery Operational Management and the positional job descriptions assigned.
- 4) Individual Evaluations of each assignment by peers and instructors based on;
 - Planning
 - Organizing
 - Communications
 - Appearance - Dress
 - Job Knowledge
 - Supervisions
 - Closing Duties
 - Reports