SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

FOOD AND BEVERAGE MANAGEMENT

Course Outline:

HMG 232

Code No.:

HOTEL & RESTAURANT MANAGEMENT

Program:

III

Semester:

SEPTEMBER, 1986

Date:

G.W. DAHL

Author

New Revision

APPROVED:

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Date

FOOD & BEVERAGE MANAGEMENT

HMG 232

Course Name Course Number

TEXT: "Gallery Operational Manual"

"Job Descriptions ^ Gallery"

REFERENCE: 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 (salesstores-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 semblance of true work environment and ensure the proper administration o service in the Gallery. Absence from meetings, functions and prescribed scheduled duties will forfeit the students right to continue in the cours due to his/her unreliability. (3 labs or Gallery functions over a semest 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 t 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