



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

COURSE OUTLINE

Course Outline: FOOD AND BEVERAGE SERVICE II

Code No.: FDS 117-3

Program: HOTEL AND RESTAURANT MANAGEMENT

Semester: TWO

Date: SEPTEMBER, 1994

Previous Outline Dated: JANUARY, 1994

Author: K. SIEBERTZ

New: _____ Revision: X

APPROVED: Dean, Business & Hospitality Date _____

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TEXT: "The Professional Host"; Foodservice Editors; CBI - McMillan of Canada.

REFERENCE

TEXT: "Essentials of Hospitality Administration"; by Lane, Harold F. and Vanhartesvelt, Mark

"Showmanship in the Dining Room"; by B. Ader; Bobbs-Merril "Student Manual"

"Professional Table Service", by H. Johnson

TOPICS TO BE COVERED:

MODULE 1: This module deals with Beverage Service.

Objectives: After completion of this module, the student will be able to:

- differentiate between: infused, fermented, and distilled beverages
- know the difference between: table or still, sparkling, fortified and aromatic wines
- know how to properly store wine
- identify, suggest and serve different kinds of wine in a professional manner
- identify, suggest and serve distilled spirits
- identify different types of beer and perform proper service of beer
- perform coffee and tea service

MODULE 2: This module will discuss theory and practice in merchandising in a dining room.

Objectives: Upon completion of this module, the student will be able to:

- identify and use the equipment necessary for table side cooking
- identify items suited for table side preparation
- prepare various items at table side (the number of items will increase over the semester)
- understand and use proper terms used in the industry
- identify the need and purpose of special services such as salad, dessert and liqueur trolleys as it relates to sales possibilities
- identify various ways of in-house merchandising as it relates to promotions

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MODULE 3: This module discusses the guest cheque and the handling of payment

Objectives: Upon completion of this module, the student will be able to:

- identify various ways of processing guest orders as it relates to manual, electronic or computerized systems
- through computer, order from bar or kitchen, verify correct payment
- identify the process of personal cheques, travellers' cheques, and credit cards
- define the term "tips", as it relates to service and various ways of distribution of such

MODULE 4: This module deals with Banquets and Reservations.

Objectives: After completion of this module, the student will have knowledge of:

- advantages of catering
- duties and responsibilities of a banquet manager
- booking and executing a banquet
- staffing and setting up for a function
- taking reservations and filing reservations
- timing and planning customer turnover

MODULE 5: This module deals with Sales and Sales Controls

Objectives: After completion of this module, the student will have practised or have an understanding of:

- suggestive selling to increase check average
- marketing merchandise during slow periods
- keeping sales charts or popularity indexes
- inventory requisition
- control waste, spoilage, pilferage and theft
- control under mischarging
- control cash register flow - float

MODULE 6: This module deals with policies and procedures.

Objectives: After completion of this module, the student will have the knowledge to:

- identify strategies to ensure customer satisfaction and quality control
- identify strategies to ensure a smooth service flow
- be familiar with seating capacity as it relates to emergency procedures and the liquor licence
- describe the gratuity policies

REFERENCE SUMMARY:

Module 1 - chapter 7
Module 2 - chapter 8
Module 3 - chapter 9
Module 4 - chapters 10-11
Module 5 - chapter 12

METHOD:

Through lectures, demonstrations, and practical application in the Gallery operation, the student will be familiar with the use of themes, buffets, gueridons and flambes as a means to increase sales.

During this semester special functions may occur deemed by the department to be educational. Participation in these according to assigned duties is a requirement for a passing grade.

Use of the Squirrel point of sale computer proficiency must be demonstrated.

EVALUATION:

Student will be graded as follows:

- 1) Completion of Standard Manual

Submission of 2 section of Standard Manual (Mixology & service)
30% as outlined on requested dates

Service - Date Due _____

- 2) Personal appearance (as outlined in Student Manual), Gallery performance and sales as indicated by evaluation form and sales objectives, as set up by instructors.

(40%)

- 3) Term practical and theoretical tests. (Term practical consists of setting a table for 4 people as practised during winter semester)

(30%)

PASS - 60%

A daily evaluation sheet on appearance, attitude, and skill is done for Gallery work. Refer to evaluation forms in Student Manual. You may obtain your lab mark the following day of function. A daily record of sales per person is also maintained. Non-attendance naturally forfeits any possible marks.

There will be no extension of due date for Standard Manual. Only in the event of sickness or other major circumstances will extension be considered.

GRADING SYSTEM:

A+ 90-100%
A 80- 89%
B 70- 79%
C 60- 69%
R Repeat - under 59%

ATTENDANCE

Failure to attend a theory class, lab, or staff meeting will result in the student receiving an "I" grade and forfeit their right to Gallery work until she/he demonstrates knowledge of activities to the satisfaction of the Gallery instructor.

Three "I" grades in a semester result in an "R" grade.

During this semester at least three mandatory functions are scheduled: Annual Gourmet Dinner, Presidential Advisory Dinner, and any other function deemed by the department to be educational. Participation in these according to assigned duties is required for a passing grade.

The requirements stated under "attendance" are part of the evaluation system.

AVAILABILITY

Please check instructor's timetable for availability should you need help in assignments, projects or class work.

Room L140

Extension 437

ADDITIONAL INFORMATION

If there is any student in this class who has need for test-taking or notetaking accommodation, please feel free to come and discuss this with me.

OPERATIONAL MANUAL PROJECT
FDS 117
Phase 2

Presentation - Appropriate Binder

- 1) Appropriate 3 ring binder
- 2) Dividers
- 3) Table of Contents
- 4) Language - Spelling
- 5) Graphics

I. MIXOLOGY

- 1) Liquor control licence and applications
- 2) Responsible service standards
- 3) Pre-opening duties - Bar set up and inventory
- 4) Basic standard recipes
- 5) Squirrel/other system of controls
- 6) Closing duties

Miscellaneous:

DUE DATE _____

II. SERVICE

- 1) Pre-opening assignments
- 2) Menu content and knowledge
- 3) Guest relations
- 4) Selling guest product
- 5) Service
- 6) Proper beverage service - wines, cocktails, etc.
- 7) Dessert and specialty service
- 8) Bill presentation
- 9) Coordination of above with kitchen personnel
- 10) Closing activities

Miscellaneous:

DUE DATE _____

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THE ABOVE DOCUMENT BELONGS TO CHRISZ - BUSINESS DEPARTMENT

Sault College

Printed document:
(107) SIEBERTZ-FDS117 COURSE OUTLINE

Processing errors

Page	Print-page	Error description
2	2	Top margin too small for defined text, margin text truncated.