

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

COURSE OUTLINE

Course Outline: FOOD AND BEVERAGE SERVICE II
Code No.: FDS 117-6
Program: HOTEL AND RESTAURANT MANAGEMENT
Semester: TWO
Date: JANUARY, 1990
Author: K. SIEBERTZ

New: _____ Revision: X

APPROVED:


Chairperson

Jan '90
Date

FOOD & BEVERAGE SERVICE 11

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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

TOPICS TO BE COVERED:

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

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

- identify 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
- identify the need and purpose of special services such as salad, dessert and liqueur trollies as it relates to sales possibilities
- identify various ways of in-house merchandising as it relates to promotions

MODULE TWO: 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 THREE: This module deals with banquets.

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

- identify the advantages of banquet catering as it relates to working capital, labour costs, inventory and forecasted sales on profits
- identify the responsibility of the banquet manager as it relates to planning, organizing, and executing function

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MODULE FOUR: This module deals with Sales and Controls.

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

- identify the need and purpose of sales as it relates to profit increase for establishment and gratuity for staff
- perform suggestive selling successfully as it relates to food and beverage turnover and profit items (dessert, soft drinks, etc.)
- identify proper control system as it relates to food and beverage portion, posting of all items, waste control, cash control, daily inventories, and labour cost

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 at least two mandatory special functions occur; Annual Gourmet Dinner, and Presidential Advisory Dinner. 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

Kitchen - Date Due _____

Service - Date Due _____

(Complete Manual including phases from semester one Sanitation and Mixology)

(40%)

- 2) Gallery performance and sales as indicated by evaluation form and sales objectives, as set up by instructors.

(30%)

- 3) Term practical and theoretical tests.

(30%)

PASS - 60%

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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.

AVAILABILITY

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

Room B1173

Extension 437

OPERATIONAL MANUAL PROJECT
FDS 117

Presentation - Appropriate Binder

- a) Indexed
- b) Dividers
- c) Language - Spelling
- d) Graphics

1. Kitchen

- a) Dish washing - procedures and equipment
- b) Pot washing - procedures and methods
- c) Appetizers, garnishes and breads
- d) Cooking
- e) Steam Cable
- f) Desserts
- g) Order taking and plate presentation
- h) Tally controls - popularity indexes

Due Date _____

11) Service

- a) Pre-opening assignments
- b) Menu content and knowledge
- c) Guest relations
- d) Selling guest product
- e) Service
- f) Proper beverage - wines, cocktails, etc.
- g) Dessert and specialty service
- h) Bill presentation
- i) Coordination of above with kitchen personnel
- j) cleaning and resetting
- k) closing activities

Miscellaneous:

DUE DATE _____

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TOTAL MANUAL: Semester 1
Semester 2

DUE DATE _____

Overall Presentation

Overall Content

Practical Use a) on the job
b) realistic in training
c) Motivational and challenging