

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: JANUARY, 1993

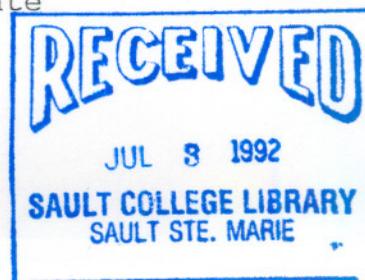
Previous Outline Dated: JANUARY, 1992

Author: K. SIEBERTZ

New: _____ Revision: X

APPROVED: *K. Montali*
Dean, Business & Hospitality

92-07-03
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 "Student Manual"

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 and serve beer
- perform coffee and tea service

MODULE 2: 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

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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

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

Kitchen - Date Due _____

Service - Date Due _____

(Complete Manual including phases from semester one Sanitation and Mixology)
(40%)

- 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.
(30%)

- 3) Term practical and theoretical tests.
(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.

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 (20% of term).

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

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) Main Course
- e) Desserts
- f) Order taking and plate presentation
- g) 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 service - wines, cocktails, etc.
- g) Dessert and specialty service
- h) Bill presentation
- i) Coordination of above with kitchen personnel
- j) clearing
- k) closing activities

Miscellaneous:

DUE DATE _____

Semester 2

DUE DATE _____

Overall Presentation

Overall Content

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