



COURSE OUTLINE

Please save a copy onto your computer before filling in the form

Course Name: Food and Beverage Operations

Department Head/Coordinator: Michael Tittel

Effective Date: September 2014

School or Centre:		Department:	
School of Hospitality and Business		Hospitality Management Diploma	
Course History:		Year of Study:	
Revised Course		1st Year Post-secondary	
Name of Replacing Course (if applicable):	HOSP 1103	Course Number:	HOSP 1360
		Number of Credits:	3.0

Course Pre-requisites (if applicable):

Serving It Right Certificate
Foodsafe Level 1 Certificate

Course Co-requisites (if applicable):

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

To learn more about the PLAR pathways for this course review the Hospitality Management Diploma Program Content Guide.

Course Description:

This course introduces students to the basic theory and practice of the Food Service Industry. Students practice mixing and serving drinks in the mixology lab and serving food and beverages in a dining room. Students study the underlying principles and procedures of food and beverage service in fine dining, casual, banquet and catering establishments. Students will visit a restaurant to observe and reflect on specific aspects of food service.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Lectures, demonstrations, supervised practice

Course Learning Outcomes:

Successful students will be able to:

1. Classify numerous different types of restaurants in the Food and Beverage Industry.
2. Demonstrate excellent customer service in the Food and Beverage Industry.
3. Analyze and make recommendations about food service in terms of guest experience and customer expectations.
4. Demonstrate restaurant service techniques relating to bus station setup, table settings, ordering procedures, suggestive selling and using the point-of-sale system.
5. Describe hotel and non-traditional food service operations.
6. Mix and serve cocktails
7. Classify wines and describe their production.
8. Assist customers in the selection of wines by describing their classification, production and options for pairing.
9. Apply ethical and sustainability decision making in food and beverage operations.

Program Learning Outcomes:

Upon successful completion of the Hospitality Management Diploma, students will be able to:

1. Communicate effectively as hospitality professionals.
2. Demonstrate leadership competencies in the hospitality sector.
3. Evaluate financial information and financial implications related to business decisions to support the goals of a hospitality enterprise.
4. Act in an ethical manner and practice within the legal framework of the industry.
5. Provide responsible and professional food and beverage services.
6. Supervise front-of-the house and back-of-the house hotel and restaurant operations.
7. Manage basic human relations issues within a hospitality setting.
8. Prepare the basis for a marketing plan and communication strategy.
9. Analyze emerging hospitality industry trends and innovations.
10. Describe the role and scope of the tourism industry, the stakeholders, the five sectors of the industry and their economic impact.
11. Employ sustainability decision-making and practices in their work as hospitality professionals.
12. Apply the theoretical principles and practices of guest and customer services in a hospitality setting.
13. Apply critical thinking and problem solving techniques to make sound management decisions and recommendations.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		D (50%)

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Lab Work	20	Mixology Lab work
Exam	20	Written Bar Test
Exam	20	Mixology Practical Test
Exam	20	Written Wine Test
Field Experience	20	Visitation Report and Presentation
	Total	100

Learning Environment/Type *(Select all that are used within the course)*

Instruction Type	Hours Per Instruction Type	Comments
K - Shop/Teaching Kitchen	50	Dining Room, Mixology lab
L - Classroom	50	Demonstrations, lectures
Enter Total Hours	100	

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

1. Types of restaurants
2. Importance of customer service
3. Guest experience and customer expectations
4. Bus station setup
5. Napkin folding
6. Table setting
7. Ordering procedures
8. Suggestive selling
9. Point of sale system
10. Hotel and non-traditional food service operations
11. Mixology
12. Wine classification and production
13. Wine service

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
--	--	--	--