



COURSE SCHEDULE

1. Preamble

Course Title	Food & Beverage Service and Operations
Course Number	IHM1213
Credits	4 (2-5-6)
Prerequisites	None
Number of Hours	88 classroom hours, 90 outside hours, midterm examination practical 2 hours 3 final examination hours
Module Leader	Ms. Amita Inah Marie Bancoro
Office Hours	Tuesday 0900 – 1600 hrs.
Last Updated	December 2020

2. Course Description

This course presents the different types of food and beverage service operations, functions of food and beverage service departments and the responsibilities of the food and beverage personnel. Included topics are food and beverage service equipment and tools for operations, types of menus and beverages, period of meals, actual liaison between kitchen and service areas, types of food and beverage service, food and beverage service sequences and techniques, safety and sanitation, problem solving skills, and dimensions of service quality.

Major emphasis will be on skills to work effectively with colleagues and guests in a socially diverse environment, providing food and beverage service and wine pairing, the application



of computer operations through the network program; problem and development of information technology applicable in the future will be addressed.

3. Learning Objectives

The students should be able to:

Knowledge:

1. Explain the use of service wears, cutlery, glassware, dining furniture and equipment in a restaurant operation.
2. Identify the use of different food and beverage forms and outline the correct procedures for each.
3. Describe job roles in the food and beverage service industry.
4. Use common restaurant terminology correctly.
5. Take bookings by telephone and use other online form of communications, also produce the booking reconfirmation.
6. Identify examples of wines that will pair with the menu dishes.
7. Explain the importance of customer service skills and identify the various tactics involved in anticipating guest's needs and resolving complaints.
8. Provide reasons why attention to quality should be part of food and beverage's culture.

Skills:

9. Prepare the bar for service and close-down after the service.
10. Show basic bar skills and techniques.
11. Prepare the dining room and set up the dining tables for full-service operations with an understanding of the appropriate service styles according to standards of restaurant service operations.



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12. Take food and beverage orders and make a recommendation on the menu dishes.
 13. Serve food and beverage and ensure standardization in the service sequence.
 14. Clear the table with two hands that allow more to clear with efficient manners.
 15. Handling financial transactions using the POS system.
 16. Practice interpersonal skills using appropriate communication methods to interact with guests and team members.

Mindset:

17. Create impressive attributes of food and beverage service personnel that reflect the hygiene standards and quality of the service operation.
18. Interact with guests to enable optimal setting, resolution of conflict, and maximizing guest experience.
19. Demonstrate the act of teamwork in resolving both internal and external problems.

4. Chronology Table

**Theory classes will be online sessions from Week 1 – 7.

** Class time will be Tuesday 14.30 – 16.30 hrs and Wednesday 10.00 – 12.00 hrs.

Week	Date/ Day	Topics	No. of Hours	Teaching and Learning Activities, Instructional Media (If any)	Instructor
1	11 Jan Mon	<ul style="list-style-type: none"> •Course Introduction -Learning objectives -Assessment criteria •Introduction to Food and Beverage -Power of the first impression -Grooming/ Hygiene standards 	2	<ul style="list-style-type: none"> -Class Discussion -Q and A 	Arj. Inah
	13 Jan Wed	<ul style="list-style-type: none"> •F&B department organization chart •Restaurant Presentation -Atmosphere, product and service -Special occasions / themes 	2	<ul style="list-style-type: none"> -Class Discussion -Q and A 	
2	18 Jan Mon	<ul style="list-style-type: none"> Menu Knowledge -Types of menu -Types of service •Reservation Process 	2	<ul style="list-style-type: none"> -Class Discussion -Q and A 	Arj. Inah
	20 Jan Wed	<ul style="list-style-type: none"> Upselling technique -Proactive response and reactive response -Priority Service & Attitude •Maximizing Sales - Upselling - Suggestive Selling 	2	<ul style="list-style-type: none"> -Class Discussion -Q and A 	



Week	Date/ Day	Topics	No. of Hours	Teaching and Learning Activities, Instructional Media (If any)	Instructor
3	25 Jan Mon	<ul style="list-style-type: none"> •The Host •Types of Guest •Power of Anticipation 	2	-Class Discussion -Q and A	Arj. Inah
	27 Jan Wed	<ul style="list-style-type: none"> •Handling guest feedback •Wine Knowledge •Types of Wine •Service of Wine 	2	-Class Discussion -Q and A	
4	1 Feb Mon	<ul style="list-style-type: none"> •Wine Service •Service Quality 	2	-Class Discussion -Q and A	Arj. Inah
	3 Feb Wed	<ul style="list-style-type: none"> •Catering Service 	2	-Class Discussion -Q and A	
5	8 Feb Mon	<ul style="list-style-type: none"> •Room Service 	2	-Class Discussion -Q and A	Arj. Inah
	10 Feb Wed	<ul style="list-style-type: none"> •Supervisory Aspects of Food and Beverage Service 	2	-Class Discussion -Q and A	
6	15 Feb Mon	<ul style="list-style-type: none"> •Supervisory Aspects of Food and Beverage Service II 	2	-Class Discussion -Q and A	Arj. Inah
	17 Feb Wed	Consolidation for theory exam	2	-Class Discussion -Q and A	
7	24 Feb Wed	Final Examination Theory			

**Practical classes will start on Week 8 – 16.

**Class time varies. Please check each week.

Week	Date/ Day	Topics	No. of Hours	Teaching and Learning Activities, Instructional Media (If any)	Instructor
8	1 Mar Mon (GA-GB) 15.30- 20.30	<ul style="list-style-type: none"> •Restaurant Knowledge at Mahogany -Introduction to restaurant service -Pre-operation checklist -Details of service wares and inventory •Carrying techniques 	5		
	2 Mar Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Table Set-Up -Rules on table set up 	5	<ul style="list-style-type: none"> -Practice -Feedback 	Arj. Inah
	3 Mar Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •Sequence of service (From guest arrival to departure) 			
9	8 Mar Mon (GA-GB) 15.30- 20.30	<ul style="list-style-type: none"> •Coffee/Tea knowledge •System Training (Infrasys) •Mock Service 	5	<ul style="list-style-type: none"> -Practice -Feedback 	
	9 Mar Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting 	5	<ul style="list-style-type: none"> -Practice -Feedback 	Arj. Inah
	10 Mar Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •Mis en place •F&B Service and Operations (Mahogany) – Invitation Only 			



Week	Date/ Day	Topics	No. of Hours	Teaching and Learning Activities, Instructional Media (If any)	Instructor
10	16 Mar Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting •Mis en place 	5	-Practice -Feedback	
	17 Mar Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •F&B Service and Operations (Mahogany) – Selling 			
11	23 Mar Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting •Mis en place 	5	-Practice -Feedback	Arj. Inah
	24 Mar Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •F&B Service and Operations (Mahogany) – Selling 			
12	30 Mar Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting •Mis en place 	5	-Practice -Feedback	Arj. Inah
	31 Mar Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •F&B Service and Operations (Mahogany - Selling) 			



Week	Date/ Day	Topics	No. of Hours	Teaching and Learning Activities, Instructional Media (If any)	Instructor
13	6 Apr Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting •Mis en place 	5	<ul style="list-style-type: none"> -Practice -Feedback 	Arj. Inah
	7 Apr Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •F&B Service and Operations (Mahogany - Selling) 			
14	13 Apr Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting •Mis en place 	5	<ul style="list-style-type: none"> -Practice -Feedback 	Arj. Inah
	14 Apr Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •F&B Service and Operations (Mahogany - Selling) 			
15	26 Apr Mon (GA-GB) 14.30 – 16.30	Planning for Practical Session	2	<ul style="list-style-type: none"> -QA -Class discussion 	Arj. Inah
	20 Apr Tue (GA) 15.30- 20.30	<ul style="list-style-type: none"> •Service briefing •Mocktail tasting •Mis en place 	5	<ul style="list-style-type: none"> -Practice -Feedback 	Arj. Inah
21 Apr Wed (GB) 15.30- 20.30	<ul style="list-style-type: none"> •F&B Service and Operations (Mahogany - Selling) 				

Week	Date/ Day	Topics	No. of Hours	Teaching and Learning Activities, Instructional Media (If any)	Instructor
16	26 Apr Mon 14.30 – 16.30	Final Practical Presentation	2	-QA -Class discussion	Arj. Inah
	27 Apr Tue 15.30- 20.30	Final Practical Exam	5	-Practice -Feedback	Arj. Inah
	28 Apr Wed 15.30- 20.30	Final Practical Exam			Arj. Inah

5. Learning Methodologies

5.1 Real class time breakdown

Learning Methodologies	Hours
▪ Instructor Lecture / Class Discussion	28
▪ Mahogany Practical Service	55
▪ Mid-Term Practical Exam	2
▪ Final Theory Exam	3
Total	88

** Estimated Time – dependent on class size and holidays/school functions*

5.2 Outside class time breakdown

Learning Methodologies	Hours
▪ Self-study / Assignment	80
▪ Preparation for mid-term practical	4
▪ Final Examination Study	6
Total	90



6. Course Evaluation

6.1 Course Assessment

■ Blended Learning Activities	5 marks
■ Assignment – Individual/Group	10 marks
■ Mahogany Practical Service	15 marks
■ Mid-term Practical Exam (VDO)	20 marks
■ Final Practical Exam	25 marks
■ Final Theory Exam	25 marks
Total	100 Marks

** Attendance, Participation, Uniform, and Discipline will not be assessed as part of your total grade, but failure to comply with DTC standards for all four considerations will result in a deduction of 10% from your total grade if deemed necessary by the instructor.*

7. Course Text:

Dennis R. Lillicrap John A. Cousins (2014) Food and Beverage Service (8th Edition). Hodder Educational.

8. Bibliography

- 1) Alan Hickman (2002) Provide Food & Beverage Service. William Angliss Institute of TAFE's Course Book.
- 2) Anthony J. Strianese (2003) Dining Room and Banquet Management. Delmar Publishers, New York.
- 3) Graham Brown, Karon Hepner (2009) The Waiters Handbook (4th Edition). Pearson Education Australia.
- 4) John Wiley & Sons, New York (2001) Remarkable Service. The Culinary Institute of America.
- 5) Ronald F. Cichy and Phillip J. Hickey, Jr. (2012) Managing Service in Food and Beverage Operations. American Hotel & Lodging Educational Institute.
- 6) Sudhir Andrews (2008) Textbook of Food & Beverage Management. Tata McGraw-Hill.
- 7) Peter Howard & Jeffery Puckeridge (1999) The Professional Waiter. Hospitality Books, Australia.
- 8) Maria & Heinz G (2005) Service A Guide for Professionals, TRAUNER Druck, Linz.
- 9) Maria & Heinz G (2005) Service The Master's Guide, TRAUNER Druck, Linz.



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