

Course title	Food & Beverage Service Operations				
Course code	CHOS-106				
Course type	Required				
Level	Diploma				
Year / Semester of study	1 st year/1 st semester				
Lecturer's name	TBA				
ECTS	6	Lectures/Week	2 hours per week	Laboratories/Week	1 hour per week
Course Aim	This module is to enable students to increase their understanding of F&B operations through exposure to a number of theoretical concepts and operational issues in an F&B setting. The course will expose students to the various food and beverage service methods, areas and equipment. Students will have an opportunity to study various types of menu, menu knowledge and accompaniments. Also, students will learn about beverages and the food and beverage service sequence. The course will assist students in learning the supervisory aspects of the food and beverage service, performance measures and customer relations. Students will be prepared to the required level of proficiency in order to provide quality service within the context of a foodservice operation.				
Learning outcomes	By the end of the course, students are expected to: • Understand the Food and Beverage service industry, the sectors, types of premises, service methods and the reasons for eating out; • Perform F&B department individual tasks and procedures under supervision; • Understand the fundamental of Food & Beverage operations, management and marketing; • Describe the basic elements of facility design; • Learn service areas and equipment, dishes and all types of Beverages; • Practice the service sequence for a variety of service settings				

	Gain supervisory aspects including legal requirements, control, performance measurement, staffing and sales promotion		
Prerequisites	NONE	Corequisites	NONE
Course Content	The Food And Beverage Service Industry: Types of Food and Beverage Operations; Sectors of the Food and beverage Service Industry; Variable in Food and Beverage Operations; The Meal Experience; Food and Beverage Service Methods; Food and Beverage Service Personnel; Attributes of Food and Beverage Service Personnel. Food And Beverage Service Areas And Equipment: Stillroom; Silver Room or Plate Room; Wash-Up; Hotplate; Spare Linen Store; Dispense Bar; Automatic Vending; Lighting and Colour; Furniture; Linen; China; Tableware; Glassware; Disposable. The Menu, Menu Knowledge And Accompaniments: Food, Accompaniments and Covers. Beverages – Non-Alcoholic and Alcoholic: Tea; Coffee; Other Stillroom Beverages; Non-Alcoholic Dispense Bar Beverages; Wine and Drinks Lists; Cocktails; Bitters; Wine; Tasting of Wine, Matching Food and Drinks; Spirits; Liqueurs; Beer; Cider and Perry; Storage. The Food And Beverage Service Sequence: Basic Technical Skills; Interpersonal Skills; Taking Bookings; Preparation for Service; The Order of Service; Taking Customer Food and Beverage Orders; Service of Food; Service of Alcoholic Bar beverages and Cigars; Service of Non-Alcoholic Beverages; Clearing; Billing Methods; Clearing Following Service. Specialized Forms Of Service: Floor/Room Service; Lounge Service; Hospital tray Service; Home Delivery; Airline Tray Service; Rail Service. Function Catering: Function Administration; Function Organization; Weddings; Outdoor Catering; Supervisory Aspects of Food And Beverage Service: Legal Considerations; Food and Beverage Revenue Control; Beverage Control; Performance Measures; Customer Relations; Staff Organization and Training; Sales Promotion.		
Lecturing Methodology	The course is delivered through lectures, discussion, assignments, presentations, case studies and laboratory applications.		
Bibliography	Required: Cousins, J. (2014). Food & Beverage Service, 9th edition. Trans-Atlantic Publications, ISBN-10: 1471807959 Recommended: Cousins, J., Lillicrap, D. (2010). Essential Food and Beverage Service: Levels 1 & 2. Hodder Education, ISBN-10: 144411252X		

	Davis, B., Lockwood, A., Pantelidis, I., Alcott, P., 2008. Food and beverage management. 4th ed. Elsevier
Assessment Policy	Final Exam 50% Midterm Exam 30% Attendance and Participation 20%
Language	ENGLISH