HTM3131 Food and Beverage Operations II

Subject Name  Food and Beverage Operations II
Subject Code   HTM3131
No. of Credits 2 credits
Total Contact Hours 56 hours
Prerequisite None

Subject Description
This course explores table service principles and skills with an emphasis on customer service. Topics to be examined include guest relations, professional communications, order taking, service sequence, point-of-sale systems, cash handling, beginning merchandising, table skills, and dining room preparation. Service theory will be reinforced by extensive hands-on practice of concepts learned in class. Emphasis will be placed in providing a safe and secure environment, building customer relations, develop interpersonal skills and carrying out service in a professional manner.

Programme Learning Outcomes
See separate file for BSc programme outcomes.

Subject Outcomes
Students will be able to describe the scope of hospitality & catering operations, basic food service systems and techniques and acquire the product knowledge required in a food and beverage operation.

Students will be able to develop interpersonal skills required in a food and beverage service operations.

Students will be able to minimize accidents in a food service operation, apply health and hygiene standards and perform common pre-operation, service and post operation techniques.

Students will be able to demonstrate their ability to work as a team through participating in and assuming responsibility for accomplishing team goals.

Assessment Weighting
Continuous Assessment 70%
Examination 30%
Key topics to be addressed in this subject (Subject to regular update)

1. Increase professionalism within the foodservice industry through an understanding of food service terminology, standards and a familiarity of basic food service systems and techniques.
   - Identify types of food and beverage operations and service characteristics.
   - Explain the philosophy and characteristics of “Services”.
   - Define “service culture”.
   - Describe and provide quality customer service.

2. Minimize accidents in a food service operation through recognition of service area and equipment.
   - Explain the layout of service areas and their purpose.
   - Identify roles of the staff working in and responsible for these areas.
   - Identify and state the use of all equipment in service.
   - Explain the limitations of equipment use and identify who is able to use the equipment.
   - Apply required precautions in the use of equipment and demonstrate safe and hygienic working practices in the use of equipment.
   - Apply ergonomics in the food service environment.
   - Maintain a safe environment by identifying and reporting potential hazards and accidents.

3. Apply health and hygiene standards set-forth by local authority in the preparation and service of food and beverage to customers.
   - Maintain high standards of personal health and hygiene.
   - Recognize major factors leading to foodborne illness.
   - Demonstrate hygienic and safe working practices to all types of food and beverage operation.

4. Develop interpersonal skills required in a food and beverage service operation
   - Describe the importance of professionalism and components of appearance, communication and people skills, positive attitude and knowledge of the establishment.
   - Maintain a professional attitude towards colleagues and customers.
   - Contribute to the development of team work within the food and beverage area(s).
   - Address customers according to the establishment’s policies/procedures.
   - Deal with customer enquiries, having sufficient knowledge of the menu, beverages, service requirements, and other services offered by your establishment.
   - Operate under the establishment routines for dealing with complaints, accidents, special requests and the policies on the provision of services.
   - Adapt methods of communication suited to customers with special needs.
5 Describe the product knowledge required in a food and beverage operation
   • Demonstrate knowledge of menu items and alcoholic and non-alcoholic beverages offered in the establishment.
   • Demonstrate ability in the correct serviced requirements of all food and beverage items.
   • Advise customers of the limitations on customization of menu and beverage items which may be offered.
   • Provide information to customers with special dietary needs.
   • Advise customers on the matching of food and drinks.

6 Perform common pre-operation, service and post operation techniques.
   • Define service styles, and describe service and meal sequence.
   • Demonstrate service techniques.
   • Perform preparation and side-work (mise en place)
   • Perform steps for setting tables and bussing.
   • Handling reservation system and taking bookings.
   • Receiving customers
   • Take and deliver food and beverage orders.
   • Perform food, alcoholic and non-alcoholic beverage service proficiently.
   • Practice responsible service of alcohol.
   • Clearing.
   • Billing and cashiering.

7 Use sales techniques or merchandising both product and experience, in order to meet consumer need at various market levels in relation to the basic principles of design of meal experiences
   • Apply suggestive selling techniques.
   • Explain and demonstrate how items can be effectively and appropriately merchandised.

8 Follow the required steps for monetary transactions
   • Perform required steps to process order and obtain correct guest check using manual and point-of-sales systems.
   • Identify and perform the steps required to handle and process guest payment.
   • Complete point of sale control requirements including the preparation of summary sheets and other reports.

9 Demonstrate ability to work as a team through participating in and assuming responsibility for accomplishing team goals
   • Participate and show a desire to be involved in our group discussions.
   • Show evidence of mentally and physically prepared to discuss material at
team meetings, and must present and accomplish tasks to the best of their ability.

- Keep pace with other team members and perform at a consistent level by meeting deadlines and at meetings on time.
- Demonstrate respectful and non-judgmental to each of the other members.
- Plan ahead for meetings and take responsibility