**APPLIED SCIENCE AND MANAGEMENT**

**School of Management, Tourism and Hospitality**

**Fall, 2015**



**COURSE OUTLINE**

**HOSP 101**

**Food & Beverage Service I**

**105** **HOURS**

**6** **CREDITS**

PREPARED BY: DATE: August 28, 2015 \_\_\_\_ Craig Hansen, Instructor

APPROVED BY: DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Margaret Dumkee, Dean

APPROVED BY ACADEMIC COUNCIL: March 25, 2013

**YUKON COLLEGE**

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Course Outline prepared by Craig Hansen , August 28, 2015.

Yukon College

P.O. Box 2799

Whitehorse, YT

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**APPLIED SCIENCE AND MANAGEMENT**

Food & Beverage Services I

6 Credit Course

Fall, 2015

**COURSE OUTLINE**

**Food & Beverage Service I**

**HOSP 101**

**INSTRUCTOR: Craig Hansen**

**OFFICE HOURS:** TBA

**OFFICE LOCATION: A2420**

**TELEPHONE/E-MAIL:** 668-8811 chansen@yukoncollege.yk.ca

**COURSE OFFERING DAYS & TIMES:** See Syllabus

**COURSE DESCRIPTION**

This course focuses on the philosophy and psychology of service as well as technical skills (or the mechanics) of service. Students will experience a combination of service theory reinforced by the actual practice of the concepts learned. Emphasis on the concept of customer relations from its broadest perspective, and the ways it impacts the customer and the interpersonal skills needed to manage situations. Students will understand and appreciate the areas of service that are important and critical from a management point of view.

**PREREQUISITES:**

Full time enrolment in the program

**EQUIVALENCY/TRANSFERABILITY:** TBA

**LEARNING OUTCOMES:**

*Upon successful completion of this course, learners will have demonstrated the ability to:*

1. Demonstrate to guests, in a professional manner, the interpersonal and selling skills required in a food and beverage service operation.
2. Demonstrate the product knowledge required for a food and beverage operation.

3 Perform common service techniques and section management.

1. Follow the required steps for monetary transactions.
2. Define the culinary terminology used in food production and menus.
3. Describe the various cooking methods used in food preparation.
4. Understand and apply the necessary communication and teamwork dynamics that foster professional front and back of house integration.
5. Correctly identify the various equipment, small wares, and tools in a commercial kitchen.

**DELIVERY METHODS/FORMAT:**

The instructor's role is to facilitate learning. Lectures will typically be short, and will summarise and enhance material provided in the textbook and other hand outs. The instructor will not cover all of the material in the assigned readings during class. To participate and learn effectively in classroom discussions and activities**,** students must come prepared, with assigned readings completed and understood.

Experiential exercises, individual presentations and small group work will be used extensively to demonstrate and apply food & beverage service concepts and techniques. These activities will reinforce the concepts learned and simulate the attitudes and behaviours expected on the job. Sharing of information and experiences through questions and dialogue is encouraged. Guest speakers, off campus visits and industry resource people will be featured in some class sessions. **For effectiveness and value of the learning process, regular attendance and full participation in class sessions are essential.**

The practical component will involve hands-on training through serving in Yukon College's Hilltop Bistro Dining Room and at least one catered event. Students will be assigned to a team in the first month of the program and will be responsible for various roles throughout the year.

**Note: Actual lab hours may vary from week to week.**

**Attendance and Participation**

Attendance is mandatory. A student may be dismissed from a course or program if more than 10% of the scheduled contact hours are missed in any one course.

**COURSE REQUIREMENTS/EVALUATION:**

**Assignments & Practical Competencies**  55%

Assignments and exercises are due at class start time on the date indicated. Ten per cent (10%) of the grade allocated to an assignment will be deducted for each calendar day when a written assignment is submitted late. Unless otherwise stated, written assignments must be word processed. Written assignments must also meet business writing standards: clear, complete, concise, and correct in grammar, punctuation and spelling. Practical skill evaluation will be based on the National Standards unless otherwise indicated by the instructor. Students will be assessed individually and as a part of their team.

**Final Examination** 25%

The final examination will be comprehensive and solely based on the National Standards for Food & Beverage Server. A score of 71% or better is required to pass.

**Participation** 20%

Because experiential exercises and other classroom activities are such an important component, success in the course is dependent on a high level of participation. The participation mark is weighted accordingly, and part of the assessment will be based on active involvement in class activities with a positive, productive and enthusiastic approach. Therefore, attendance and participation are essential; advise the instructor in advance if you are unable to attend a class.

**Total**  100%

**REQUIRED TEXTBOOKS/MATERIALS:**

Food & Beverage Server – emerit (YTEC)

Bartender – emerit (YTEC)

Uniform, professional flat corkscrew

**ACADEMIC AND STUDENT CONDUCT**

Information on academic standing and student rights and responsibilities can be found in the Academic Regulations: http://www.yukoncollege.yk.ca//downloads/Yukon\_College\_Academic\_Regulations\_and\_Procedures\_-\_August\_2013\_final\_v1.pdf

**PLAGIARISM**

Plagiarism is a serious academic offence. Plagiarism occurs when students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person’s writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

**YUKON FIRST NATIONS CORE COMPETENCY**

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see [www.yukoncollege.yk.ca/yfnccr](http://www.yukoncollege.yk.ca/yfnccr).

**ACADEMIC ACCOMMODATION**

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student’s responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or lassist@yukoncollege.yk.ca.

**TOPIC OUTLINE/SYLLABUS**

Session/Date Topic Location

1. Sept. 9 Orientation TBA

2. Professional behaviour Hilltop

3. Being a team member Hilltop

4. Etiquette of professional service Hilltop

5. Handling problems Hilltop

6. Identify tableware Hilltop

7. Food menu knowledge Hilltop

8. Basic bar terms Hilltop

9. Basic beverage types Hilltop

10. Prepare for service Hilltop

11. Selling techniques Hilltop

12. Coffee, tea & water service Hilltop

13. Service styles Hilltop

14. Taking & delivering orders Hilltop

15. Use section management Hilltop

16. Bus & set tables Hilltop

17. Perform closing duties Hilltop

18. Point of sales system & cash out Hilltop

**19-30 Dining Room Operations Hilltop**

**Each team will operate the Hilltop Bistro for the balance of the term on their specified weekday for lunch operations.**