## Diploma

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| TITLE: Food and Beverages |
| Module Code:  Module: Food and Beverages  Year: 2017 |
| 1. Instructional Hours:   Minimum Requirement: 12 hours  Lecture: 12 hours  Project: 6 hours  Private study: 12 hours  Total:  Credit Value: 2 |
| 1. Module Synopsis:   This subject introduces students to all aspects of food and beverage management. The steps to opening and managing a restaurant will be covered. These include location selection, interior design and menu planning, day to day operational concerns such as hygiene and sanitation, marketing, staff scheduling, motivation and management, service styles, customer service issues and technological innovations. |
| 1. Module Objectives   This module focuses on the analysis of the operations and determines the best course of action in food & beverage operations and management. It examines the ways to maximize service efficiency and productivity to satisfy demands of today's guests. Topics also include organization of food & beverage operations, marketing, nutrition, menu, standard product costs & pricing strategies, productions, service, cost controlling, facility design, layout and equipment. |
| 1. Learning Outcomes:   • Identify the major factors affecting the growth of the food and beverage industry.  • Understand the customer.  • Develop a marketing plan.  • Promote the operation.  • Understand the pricing and designing of the menu.  • Understand the important of delivering high quality service.  • Understand the important of physical facility.  • Develop procedures for the effective purchasing, receiving, storing, and issuing of items used in the operation.  • Understand the important of kitchen equipment selection, maintenance and energy management  • Exercise effective cost controlling  • Learn about the concept of risk management and the safeguarding of assets. |
| 1. Assessment Components:   To successfully complete the module students must perform the following:   |  |  |  | | --- | --- | --- | | Components | Weightage | Due Date | | Assignment | 100% | 2 weeks after end of module |  * The nominal word count for this module is 1,200 words. The suggested range is in between 1000-1500 |
| 1. Teaching and learning strategies   Study of this module is by classroom tuition, case-study and independent study.  Teaching media includes:   * PowerPoint * Multimedia Resources * Books references |
| 1. Recommended Reading |

## Detailed Syllabus

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| Learning Objectives: |
| 1. Food and Beverage Operations and Management |
| 6.1 Types of Catering Sectors  6.2 Basic Etiquette of Food and Beverage Personnel  6.3 Attributes of Food and Beverage Personnel |
| 2. Food Production |
| 6.4 Types of Service  6.5 Five Categories  6.6 Preparation for Service |
| 3. Beverage Control |
| 6.7 Classes of Menu  6.8 Food Storing & Issuing Control  6.9 Issuing Control: Establishing Standard and Standard Procedure for Issuing |
| 4. Designing Operational Areas, Equipment and Staffing of Food service Operations |
| 6.10 Factor 1. Condition of facilities and equipment  6.11 Factor 2: Arrangement of Foods  6.12 Factor 3: Location of Storage Facilities  6.13 Factor 4: Security  6.14 Factor 5: Dating and Pricing |