FOOD AND BEVERAGE SERVICES
Course Syllabus

Course Number: LDGM-0036
OCAS Code: None
Course Length: 120 Hours
Career Cluster: Hospitality & Tourism
Career Pathway: Lodging
Career Major(s): Lodging Manager

Pre-requisite(s): Dependent on course major

Course Description: This course focuses on the role of food and beverage service in the lodging industry. The students will analyze the functions of the food and beverage division within a lodging operation.

Textbooks:
Skills, Task and Results Training, 2nd ED, American Hotel & Lodging Educational Institute (2012)
Culinary Essentials, 3rd ED, Glencoe publishing.

Course Objectives:

A. Become Familiar with the Role of Food and Beverage Service in the Lodging Industry.
1. Describe staff positions within the food and beverage department.
2. Identify and demonstrate the elements of service within the food and beverage department.
3. Demonstrate food and beverage set up and service.
4. Align with the AH/LA certification.

Food and Beverage Overview
B. Get to Know the Food and Beverage Division
1. Describe the importance of the food and beverage operation to a hotel’s success.
2. List the primary departments commonly found in the food and beverage division.
3. List the most common positions found in a food and beverage operation.
4. Discuss proper telephone etiquette practiced by food and beverage employees.
5. Explain the process by which food and beverage employees take reservations.
6. Summarize the various tipping policies restaurants use.

C. Demonstrate Knowledge of Menus and Point-of-Sale Equipment
1. Describe the process involved in creating a restaurant menu.
2. List the factors for creating a restaurant menu.
3. Explain the importance of being familiar with a restaurant’s menu.
4. Summarize the use of point-of-sale equipment in a food and beverage operation.

D. Demonstrate Knowledge of Food Production and Presentation
1. Explain the importance of quality food production to a restaurant’s success.
2. Describe a typical kitchen at a lodging restaurant.
3. List the most common terms used to describe how food is prepared.
4. Summarize proper plate presentation.
5. List common garnishes used in restaurants.

E. Use Guidelines for Food Health and Safety
1. Identify common safety guidelines to follow in a restaurant’s kitchen.
2. Summarize the steps for performing the Heimlich Maneuver.
3. Explain the importance of practicing sanitation in a food and beverage operation.
4. Describe the Temperature Danger Zone for foods.

F. Discuss the Kitchen Steward and Room Service Attendant
1. Describe the important role played by kitchen stewards.
2. List the tasks commonly performed by kitchen stewards.
3. Summarize the kitchen steward’s specific sanitation and security responsibilities.
4. List basic pointers for using chemicals correctly.
5. Describe the important role played by room service attendants at a lodging property.
6. List the tasks commonly performed by room service attendants.
7. Describe the safety procedures used when delivering food to guestrooms.
8. Summarize proper elevator courtesy guidelines.

Restaurant Server

G. Get to Know the Job of a Restaurant Server
1. Describe the job of a restaurant server.
2. List ways restaurant servers can work as a team.
3. Identify superior performance standards for restaurant servers.
4. Explain how to suggestively sell and up sell.

H. Prepare for Service
1. Discuss how to set up a restaurant for service.
2. Explain the importance of side stations.
3. Describe safe ways to prepare and carry service trays.
4. List ways to work efficiently while serving.

I. Take Orders and Serve Drinks
1. Discuss how to greet and seat guests.
2. Demonstrate how servers approach tables.
3. Describe ways to provide appropriate service for children.
4. Explain how to serve beverages.

J. Serve Food
1. Describe how to take food orders.
2. Explain how to serve a meal.
3. Identify ways to respond to dissatisfied guests.
4. Explain how to maintain tables.
5. Describe ways to sell after-dinner items.

K. Prepare Takeout Items
1. Identify ways to prepare takeout items.
2. Explain how to present the guest check.
3. Describe how to settle guest checks.
4. Explain how to clear and reset tables.
5. Describe closing side work duties.

Banquet Set-up Employee

L. Get to Know the Job of a Banquet Setup Employee
1. Describe the importance of banquet setup employees.
2. Explain what a banquet event order is.
3. Identify the different types of function rooms common at a lodging facility.
4. Explain how banquet setup employees handle guest packages.
5. Define basic food and beverage equipment terms.

M. Prepare Banquet Equipment and Setups
1. List the types of audiovisual equipment.
2. Describe standard table setups.
3. Explain how to prepare a table for a function.
4. Identify how to install telephones in function areas.

N. Take Orders and Serve Drinks
1. Discuss how to greet and seat guests.
2. Demonstrate how servers approach tables.
3. Describe ways to provide appropriate service for children.
4. Explain how to serve beverages.

O. Identify Function Types
1. Describe how to set function room lighting.
2. Explain how to set up a function room.
3. Identify the types of support services needed at functions.
4. Discuss how to set up and take down dance floors, staging, air walls, coat check areas, portable bars, buffets, coffee breaks, and VIP function rooms.

P. Describe Banquet Cleanup, Maintenance and Safety
1. Describe how to respond to maintenance needs.
2. Identify how banquet setup employees contribute to the property’s security.
3. List the general cleaning tasks a banquet setup employee might perform.
4. Describe how to break down and clear function rooms after an event.
5. List end-of-shift duties.

Banquet Server

Q. Get to Know the Job of a Banquet Server
1. Describe the role banquet servers play in exceeding guest expectations.
2. List the pieces of silverware that might be used.
3. Explain how to care for and use glassware and china.
4. Identify ways to promote restaurants at a property.

R. Prepare For Service
1. Describe and demonstrate how to fold a napkin.
2. Explain and show how place-settings should be arranged.
3. Describe how to prepare condiments and bread.
4. Identify ways to prepare beverages such as coffee, hot tea, iced tea, and hot chocolate.

S. Serve the Banquet
1. Describe ways to anticipate guest needs.
2. Explain and show how to prepare, lift, and carry service trays.
3. Discuss and show how to serve beverages and bread.
4. Identify how each course is served in a banquet.
5. Describe how to maintain tables during service and clear them at the end of service.
6. Explain how to settle individual checks.
7. List end-of-shift duties.

T. Identify Types of Banquets
   1. Define a function room.
   2. Explain how to setup and maintain a buffet.
   3. Describe reception service.
   4. Identify the tasks involved with serving continental breakfasts.
   5. Explain how to refresh a meeting room.

Bus Person
U. Get to Know the Job of a Bus Person
   1. Describe the important role bus persons play in a lodging restaurant's operation.
   2. List the tasks and performance standards expected of bus persons.
   3. Summarize the use of china and silverware in a restaurant operation.
   4. List ways in which bus persons can anticipate guests' needs.

V. Prepare Tables for Service
   1. Describe the procedures for preparing tables for service.
   2. Explain the importance of napkin folding.
   3. Summarize the procedures for stocking silverware.
   4. Describe how to prepare chilled forks and plates.
   5. Explain how to prepare a table-side cart for service.

W. Prepare Side Stations, Food, and Condiments for Service
   1. Explain the purpose of the sidework checklist.
   2. Describe the procedures for preparing condiments, sugar, butter, and salt/pepper shakers and grinders.
   3. Summarize the process of preparing ice and water for service.
   4. Identify the tasks involved in setting up, maintaining, and taking down a salad bar.

X. Perform Busing Duties During and After Service
   1. Describe the steps for clearing and resetting tables.
   2. Summarize the steps for busing soiled dining items.
   3. Explain the procedures for handling soiled restaurant linens.
   4. List the steps for maintaining side stations.
   5. Offer ways bus persons can assist servers.
   6. Describe the closing side work and cleaning duties of bus persons.

Food and Beverage
Y. Examine the Food Service Industry.
   1. Classify the foodservice industry by its markets.
   2. List the types of businesses classified as eating and drinking places.
   3. Describe the role of food and beverage sales in hotels.
   4. Identify the types of foodservices offered the transportation market.
   5. Describe foodservices for the leisure market.
   6. Describe retail foodservices.
   7. List the types of business/industrial foodservices.
8. Describe student foodservices.
9. Explain how foodservices are offered in health care facilities.
10. List the types of clubs and foodservices they offer.

Z. Describe the Organization of the Food and Beverage Departments.
1. Outline the historic role food and beverage operations played in lodging properties.
2. Describe the current importance of food and beverage to a lodging property.
3. List the primary departments in a large hotel food and beverage division.
4. Describe the mission of the hotel food and beverage division.

AA. Identify and Distinguish People in Food Service.
1. Identify three levels of management.
2. Distinguish line form staff managers.
3. Describe typical production positions.
4. Describe typical service positions.

BB. Discuss the Importance of Sanitation in Food and Beverage.
1. List the ways employees contribute to safe food handling and preparation.
2. List the ways employees prevent contamination.
3. Store foods safely and properly.
4. Monitor the temperature of food and the time it spends in danger zones.
5. Wash clean, rinse clear, and sanitize safely.
6. Identify food safety warning signs.

CC. Analyze Menu Styles and Schedules.
1. Explain the importance of the menu.
2. List basic categories of menus.
3. Describe fixed menu schedules.
4. Describe cycle menu schedules.

DD. Distinguish Between Menu Types.
1. Describe breakfast menus.
2. Describe lunch menus.
3. Describe dinner menus.
4. List common types of specialty menus.

EE. Plan a Menu.
1. Identify the types of guest.
2. Classify an operation.
3. Select menu items.

FF. Design a Menu.
1. Identify the copy elements needed in menus.
2. Explain truth-in menu laws.
3. Summarize important layout elements.
4. Describe the elements of good cover.
5. List common menu-design mistakes.

GG. Price Items on a Menu.
1. List subjective pricing methods.
2. Calculate process using the simple pricing methods.
3. Calculate prices using the contribution margin pricing method.
4. Calculate prices using the simple prime costs method.
5. Summarize important pricing considerations that affect the final selling price of menu items.

**HH. Distinguish Various Dining Service Staff Positions.**
1. List typical dining services staff positions.
2. Describe the work performed by servers.
3. Describe the work performed by bus persons.
4. Describe the work performed by host.
5. Describe the work performed by cashier.
6. Describe the work performed by dining room managers.

**II. Identify Dining Services Styles and Procedures.**
1. Summarize the basic procedures of plate service.
2. Describe how plate service affects dining room procedures.
3. Give tips for providing plate service.
4. Define cart service.
5. Summarize how cart service is offered in foodservice operations.
6. Define platter service.
7. Describe how platter service affects food production and service.
8. Explain how foodservice operations offer family-style service.
9. Describe buffet service.
10. Summarize popular buffet service layouts.

**JJ. Provide Superior Service.**
1. List information shared during preshift meetings.
2. Describe the components of suggestive selling.
3. Identify the importance of service guarantees.
4. Resolve guest complaints.
5. Describe the team approach to service.
6. Serve guest who have disabilities.

**KK. Describe the Beverage Service.**
1. Discuss types of liability laws.
2. Verify legal drinking age.
4. Cut off alcohol service.

**LL. Discuss the Marketing Perspective of Beverage Services.**
1. Describe casual/theme restaurants.
2. Summarize the characteristics of casual/theme markets.
3. Explain the importance of guest feedback.
4. Identify some of the menu considerations casual/theme restaurants have.
5. Summarize how value can be a part of promotions.
6. Describe the role of design and décor.

**MM. Identify the Components of “Getting Ready for Service.”**
1. Describe how managers set quality standards.
2. Summarize the training issues managers face.
3. Identify how the table-turn rate affects service.

**NN. Practice Performing Beverage Services.**
1. Take reservations.
2. Manage waiting guest.
3. Greet and seat guests.
4. Present the menu and take beverage orders.
5. Place beverage orders.
7. Take food orders.
8. Place and pick up orders in the kitchen.
9. Serve the orders.
10. Present the guest check.
11. Serve guests with special needs.

OO. Perform Booking and Planning Events.
1. Describe a function book and its role in event planning.
2. Identify elements of a contract or letter of agreement.
3. Describe a function sheet.

PP. Identify the Components of “Getting Ready for Service.”
1. Set up a function room.
2. Schedule staff members.
3. Identify the special training needs of a banquet staff.
4. Prepare, plate, and store food.

QQ. Describe Delivering Services for Special Banquets and Catered Events.
1. List challenges that managers and staff members face during banquets.
2. Explain beverage payment plans for banquets and catered events.
3. List examples of protocol issues.

RR. Describe After Service.
1. Describe the types of controls that banquet managers must practice.
2. Explain how guest comments can be collected and used.
3. Use feedback during banquet planning.

SS. Describe Room Service Operations.
1. List the key elements of well-managed room service.
2. Determine what information room service staff needs to know.
3. Describe the staffing requirements of a room service department.
4. Identify the major duties of room service staff.
5. Forecast room service demand and schedule staff.
6. Prepare for a service shift.

TT. Deliver Room Service.
1. Take room service orders.
2. Route room service orders.
3. Prepare room service orders.
4. Deliver room service orders.
5. Identify clean-up and follow-up duties.
6. Provide special amenities.

UU. Describe After Room Service Procedures.
1. Describe income control procedures.
2. Explain how to gather guest comments.
3. List typical guest complaints about room service.
4. Describe the use of feedback in planning.

1ODCTE objective
All unmarked objectives TTC instructor developed.

**Teaching Methods:**
The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

**Grading Procedures:**
1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy percent (70%) or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

**Description of Classroom, Laboratories, and Equipment:**
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

**Available Certifications/College Credit:**
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

**College Credit Eligibility:**
The student must maintain a grade point average of 2.0 or better.