

Date Prepared: September, 1998

COURSE OUTLINE

 New X Revised

Effective Date: August, 2001

1. **COURSE PREFIX NUMBER:** HRI 134 **CREDIT HOURS:** 3
2. **COURSE TITLE:** Food and Beverage Service Management
3. **PREREQUISITES:** None
4. **COURSE DESCRIPTION:** Provides a conceptual and technical framework for managing the service of meals in a variety of commercial settings. Studies the integration of production and service delivery, guest contact dynamics, reservation management, and point-of-sale technology systems. Lecture 3 hours per week.
5. **CONTENT:** (Major Headings)
 - a. This course provides a basic understanding of quality service as measured by customer expectations, effective and efficient usage of resources, application of technology for transaction management, understanding of service mise en place, and dynamics of food and beverage service in a variety of dining environments.
6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to

- a. Demonstrate appropriate service behaviors for a variety of guest types.
- b. Provide reasonable accommodations for guests with disabling conditions.
- c. Manage space and capacity, including use of reservations systems.
- d. Program point-of-sale technology for service.
- e. Enter and settle point-of-sale transactions.
- f. Generate and use point-of-sale reports for service management.
- g. Understand the scope and usage of service mise en place.
- h. Participate in the management and execution of in-room dining service.
- i. Participate in the management and execution of banquet dining service.
- j. Participate in the management and execution of restaurant dining service.
- k. Provide responsible service of alcoholic and non-alcoholic beverages.
- l. Demonstrate English service technique.
- m. Demonstrate American Service technique.
- n. Demonstrate Russian Service technique.
- o. Demonstrate Continental Service technique.