

CUL 114/HOS 114
Food and Beverage Operations
3-3-0

COURSE DESCRIPTION:

This course will introduce students to proper operating procedures for the front of the house and as it relates to other areas of a hospitality establishment. The course stresses the importance of front of the house experiences and as it relates to the overall success of the operation. During the course, students will learn about customer service, front of the house operations, career opportunities, table service styles, various beverage categories, service, and applicable laws.

REQUISITES:

Previous Course Requirements

None

Previous or Concurrent Course Requirements

None

COURSE COMMENT(S):

None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Discuss the basic production processes of fermentation and distillation.	Written assignments & Lecture	Written Exam
2. Identify wines by grape and/or other fruit variety, country, growing region and production process.	Written assignments & Lecture	Written Exam
3. Discuss the presentation of alcoholic & non-alcoholic beverages and applicable laws.	Written assignments & Lecture	Written Exam

LEARNING OUTCOMES:	LEARNING ACTIVITIES	EVALUATION METHODS
4. Discuss the basic front of the house operating procedures including POS systems, money handling, and daily procedures.	Written assignments & Lecture	Assignment
5. Analyze proper customer service techniques and how they are applied to various situations.	Written assignments & Lecture	In-class Activity Exam
6. Discuss various table service styles and etiquette.	Written assignments & Lecture	In-class Activity Exam
7. Discuss hospitality management techniques and strategies.	Written assignments & Lecture	Assignment

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS:

1. Course Overview & Introduction to Customer Service.
2. Customer Complaints, FOH Etiquette, Table Set-up.
3. Table & Counter Service – All Types, Service Styles.
4. Wines.
5. Beer.
6. Spirits.
7. Coffee, Tea & Non-Alcoholic Beverages.
8. Intro to Beverage Menus & Glassware.
9. Front of the House Operations.
10. Management Techniques and Strategies.

LEARNING MATERIALS:

Cullen, N. *Life Beyond the Line: A Front-Of-The-House Companion For Culinaricians* 1st ed, Upper Saddle River, NJ: Pearson Prentice Hall. (2001)

Dahmer, S, and Kahl, K. *Restaurant Service Basics* 2nd ed. Hoboken, NJ: Wiley. (2009)

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Christopher Allen Tanner
VPAA/Provost Compliance Verification:
Victoria Bastecki-Perez

Date: 11/28/2012

Date: 1/14/2013

Revised by: Francine Marz, MBA, CEC
VPAA/Provost or designee Compliance Verification:
Victoria Bastecki-Perez, Ed.D

Date: 8/24/2015

Date: 12/22/2015

Revised by: Debbie Dalrymple
VPAA/Provost or designee Compliance Verification:
Victoria Bastecki-Perez, Ed.D

Date: 6/27/2016

Date: 6/27/2016

Revised by: Shawn Murray
VPAA/Provost or designee Compliance Verification:

Date: 12/8/2018

Date: 2/25/2019



This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.