



**COURSE OUTLINE**

**HOSP 102**

**Food & Beverage Service II**

**105 HOURS  
6 CREDITS**

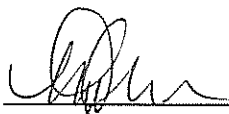
PREPARED BY:

  
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Craig Hansen, Instructor

DATE:

Jan 9, 2015

APPROVED BY:

  
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Margaret Dumkee, Dean

DATE:

Jan 9, 2015

**YUKON COLLEGE**

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Course Outline prepared by Craig Hansen, February 2015.

Yukon College  
P.O. Box 2799  
Whitehorse, YT  
Y1A 5K4

**APPLIED SCIENCE AND MANAGEMENT**  
Food & Beverage Services II  
6 Credit Course  
Term 2, Year

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**Food & Beverage Services II - HOSP 102**

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**INSTRUCTOR:** Craig Hansen  
**OFFICE HOURS:** By appointment  
**OFFICE LOCATION:** A2410  
**TELEPHONE/E-MAIL:** 668-8811/chanson@yukoncollege.yk.ca

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**COURSE OFFERING DAYS & TIMES:** T, W, Th. 10:30 – 3:00

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**COURSE DESCRIPTION**

This course continues to build on the philosophy and psychology of service as well as technical skills of service. Students will expand their learning in service theory to include fine dining with continued practice of the concepts learned. This course also introduces a systematic approach to beverage operations with emphasis on management and operational controls. Students will get practical experience in preparing and serving beverages. Students will understand and appreciate the areas of service that are important and critical from a management point of view.

**LEARNING OUTCOMES:**

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

- 1 Identify the physical components and requirements of a beverage operation.
- 2 Indicate knowledge of beverage preparation and service.
- 3 Describe the managerial controls of a beverage operation.
- 4 Report on the regulatory bodies and statutes pertinent to beverage service operations.
- 5 Describe the marketing of a beverage operation.
- 6 Describe the concepts of financial and internal controls in the hospitality industry.
- 7 Describe the concepts related to food and beverage sales and the different types of costs pertinent to food and beverage operations.

## **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.**

## **PREREQUISITES:**

Full time enrolment in the program

## **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 Bartender. A score of 77% 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%

**Attendance and Participation**

Full attendance is expected in HOSP102. Due to the nature of the grading process students would not be able to pass with poor attendance. For this reason a student may be asked to leave and not participate in dining room operations.

**Plagiarism**

Plagiarism involves representing the words of someone else as your own, without citing the source from which the material is taken. If the words of others are directly quoted or paraphrased, they must be documented according to standard procedures (APA). The resubmission of a paper for which you have previously received credit is considered a form of plagiarism.

Plagiarism is academic dishonesty, a serious academic offence, and will result in you receiving a mark of zero (F) on the assignment or the course. In certain cases, it can also result in dismissal from the college. And do not underestimate the impact such a situation will have on your reputation.

**STUDENTS WITH DISABILITIES OR CHRONIC CONDITIONS:**

Reasonable accommodations are available for students with a documented disability or chronic condition. It is the student's responsibility to seek these accommodations. If a student has a disability or chronic condition and may need accommodation to fully participate in this class, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or lassist@yukoncollege.yk.ca.

**REQUIRED TEXTBOOKS/MATERIALS:**

Food & Beverage Server – emerit(YTEC)

Bartender – emerit (YTEC)

Uniform, professional flat corkscrew

**EQUIVALENCY/TRANSFERABILITY: TBA**

**INSTRUCTIONAL REQUIREMENTS:** Industry experience and/or training in the area of instruction with strong knowledge of food & beverage operations.

## TOPIC OUTLINE/SYLLABUS

<u>Week</u>	<u>Topic</u>	<u>Location</u>
1.	Orientation	Hilltop
2.	Knowledge of beverages	Hilltop
3.	Tools and equipment	Hilltop
4.	Service support duties	Hilltop
5.	Providing service	Hilltop
6.	Beverage preparation and service	Hilltop
7.	Demo	Hilltop
8.	Demo	Hilltop
9.	Demo	Hilltop
10.	Demo	Hilltop
11.	Demo	Hilltop
12.	Demo	Hilltop
13.	Demo	Hilltop
14.	Demo	Hilltop
15.	Demo	Hilltop