



CARIBBEAN TOURISM LEARNING SYSTEM (CTLs)



ASSOCIATE DEGREE IN APPLIED SCIENCE

FOOD & BEVERAGE OPERATIONS CORE



REVISED CURRICULUM HANDBOOK

2007



**A COMPONENT OF THE CARIBBEAN TOURISM LEARNING SYSTEM (CTLs)
CIDA/CPEC/EU FUNDED PROJECT**

CARIBBEAN TOURISM LEARNING SYSTEM (CTLS)

CARIBBEAN COMMON CORE CURRICULUM

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THE CARIBBEAN TOURISM HUMAN RESOURCE COUNCIL (CTHRC)

The Caribbean Tourism Organization (CTO) spearheaded the setting up of the Caribbean Tourism Human Resource Council (CTHRC) in 1998 and has undertaken to incorporate the work of this Council into its Human Resource Department. The CTHRC is the regional authority, with the political mandate to set standards for tourism education and training, agree on the programmes and provide the institutional accreditation and programme validation for extra-regional institutions and programmes. It has the authority to direct the course of tourism education and training in the region.

The Council which acts as an umbrella agency for tourism human resource development in the Caribbean, will serve to develop and upgrade its tourism human resources at all levels of the education system, thus ensuring a highly competent tourism workforce, aimed at enhancing the region's overall competitiveness towards the achievement of sustainable tourism development.

The overall goal of the Caribbean Tourism Human Resource Council is to "develop and promote a systematic and coordinated approach to human resources planning, research, education and training in Caribbean tourism to meet the demands of a globally competitive tourism environment".

The Caribbean Tourism Learning System (CTLS)

The CTLS is one that facilitates a strategic and coordinated tourism education and training strategy for the Caribbean. The CTLS aims to raise the level of professionalism of tourism workers to meet international standards and global competitiveness.

The key elements of the Caribbean Tourism Learning System are:

- Unified core curriculum for different levels of certification at the tertiary level of education**
- Use of occupational standards linked to the core curriculum**
- Tourism modules for primary and secondary schools**
- Public awareness and career awareness at the secondary school level**
- Exchange programmes for students, industry employees and tourism educators under the Tourism Internship Exchange System (TIES) programme**
- Student and industry employee mobility throughout the region**
- Self-regulatory quality assurance systems for public and private sector tourism education and training service providers**
- Programme articulation to facilitate transfer of credits between institutions**

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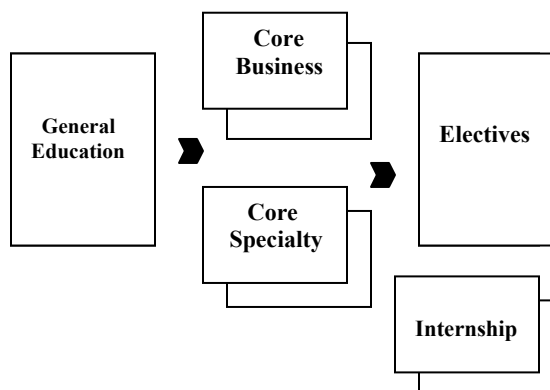
FOOD AND BEVERAGE OPERATIONS CORE

Specialty Courses/Topic Areas

Specialty Core Courses are 3 – Credit (theory) and 4 – 6 Credit Courses (practical) offered along with General Education and Business Core Subjects.

- 1 Food Preparation 1
- 2 Sanitation, Safety and Hygiene
- 3 Food Science and Nutrition
- 4 Bar Operations
- 5 Food and Beverage Service
- 6 Food Preparation 2
- 7 Quantity Food Production and Service
- 8 Food and Beverage Cost Controls
- 9 Food and Beverage Management
- 10 Purchasing and Materials Management
- 11 Events and Conference Management

Common Core Courses



Graduates are prepared for employment at management-trainee positions within the industry and are eligible for transfer into degree programmes.

INTRODUCTION

The Tourism/Hospitality Industry must be staffed at all levels by individuals who are well equipped with the knowledge, skills and appropriate attitudes to satisfy the demands of this dynamic industry.

This global training can best be realized through a dedicated partnership between the specialized educational institutions and the tourism sector. A partnership such as this should effectively garner the requisites of the industry, thereby making it possible to provide students with the essentials to contribute to a prosperous Tourism/Hospitality Industry.

Credit Hours

The learning outcomes for the Food and Beverage Studies Core are listed. The theory courses are calculated as 15 hours per credit with a minimum of 45 hours of instruction and practical courses are calculated at 30 hours per credit with a maximum of 4-6 credits per course.

In addition to general education courses, core business courses and electives agreed to by industry leaders and educators, each Associate Degree programme will offer a range of specialty courses.

It is highly recommends that 80 – 84 credits be considered as the maximum requirement for this Associate Degree.

Programme Objectives

This programme was developed as an important component of the Caribbean Tourism Learning System (CTLS). It addresses the growing need for a common, competency-based curriculum and provides the employers with potential employees who possess a sound theoretical and practical base.

The programme is designed to:

- improve the level of professionalism of an ever changing tourism and hospitality industry.
- educate and train productive and employable people in a global community.
- provide consistent delivery of core content so employers will have realistic expectations of graduates with an Associate Degree in Food and Beverage Operations.
- ensure transferability and articulation with other colleges and universities within the region and where relevant, meet regional occupational standards.

Work Experience

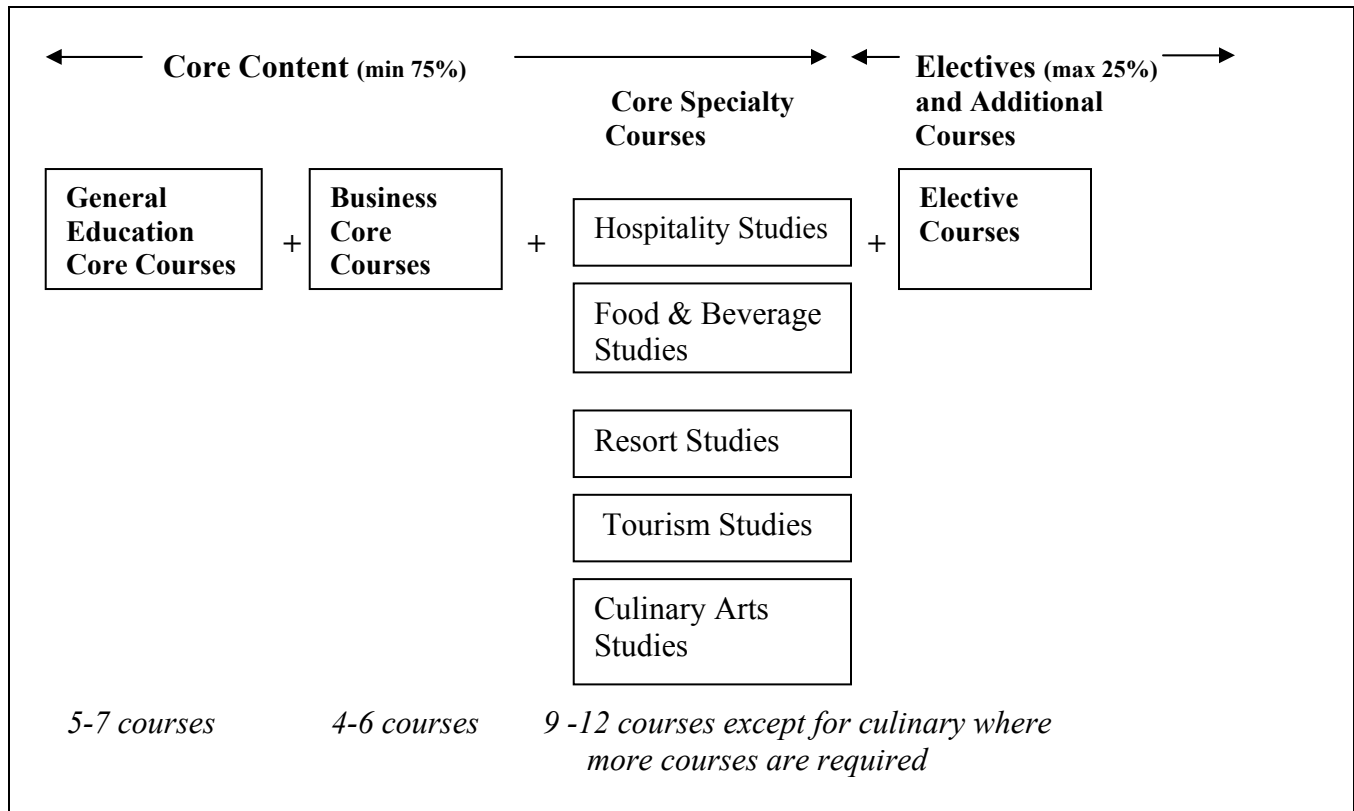
The Associate Degree programmes include a work experience component which allows students to gain practical skills and observe and apply management principles and theories.

Duration of Programme

The programmes take two years of full-time study or three years of part-time study. Individual courses can also be offered as continual education courses.

Entry Requirements

- A minimum of four (4) subjects (CSEC) General, grades 1 – 3 or equivalent. A pass in English Language is compulsory.
- or**
- Mature student status – a person who has reached his/her 25th birthday.

CURRICULUM COURSE STRUCTURE

FOOD AND BEVERAGE OPERATIONS (SAMPLE FORMAT)**YEAR 1
SEMESTER 1**

COURSE CODE	COURSE	HOURS		CREDITS
		T	P	
<i>CORE BUSINESS</i>				
	Introduction to Tourism/Hospitality	45		3
	Information Technology	45		3
<i>F & B OPERATIONS</i>				
	Food Preparation 1	30	60	4
	Sanitation, Safety & Hygiene	45		3
<i>GENERAL EDUCATION</i>				
	English & Communication	45		3

**YEAR 1
SEMESTER 2**

<i>CORE BUSINESS</i>				
	Accounting 1	45		3
	Marketing 1	45		3
<i>F & B OPERATIONS</i>				
	Food Science and Nutrition	45		3
	Bar Operations	30	60	4
	Food & Beverage Service	30	60	4
<i>GENERAL EDUCATION</i>				
	Caribbean Studies	45		3
	Internship <i>(Summer Course)</i>		480	6

FOOD AND BEVERAGE OPERATIONS (SAMPLE FORMAT)**YEAR 2
SEMESTER 1**

COURSE CODE	COURSE	HOURS		CREDITS
		T	P	
<i>CORE BUSINESS</i>				
	Micro-Economics	45		3
	Introduction to Management	45		3
<i>F & B OPERATIONS</i>				
	Quantity Food Production and Service	15	90	4
	Food and Beverage Cost Controls	45		3
	Food Preparation 2	15	90	4
<i>GENERAL EDUCATION</i>				
	Maths & Statistics	45		3
	Language Studies 1	45		3

**YEAR 2
SEMESTER 2**

<i>CORE BUSINESS</i>				
	Hospitality Law	45		3
	Quality Customer Care	45		3
<i>F & B OPERATIONS</i>				
	Purchasing and Materials Management	45		3
	Events and Conference Management	45		3
	Food & Beverage Management	30	60	4
<i>GENERAL EDUCATION</i>				
	Language Studies 2	45		3
	Entrepreneurship (Summer Course)	45		3

SYNOPSIS OF COURSES

FOOD PREPARATION 1

An introductory course to familiarize the students with the theory and practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation.

SANITATION, SAFETY AND HYGIENE

This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined.

FOOD SCIENCE & NUTRITION

This course will examine the scientific method and the chemical and physical changes that occur during preparation, processing and storage of food products. Basic principles of nutrition, and micro-biology as it relates to chemical and physical changes to food will also be examined.

BAR OPERATIONS

This course will introduce students to techniques in the service of beverages. Beverage operations with emphasis on management and operational controls will be examined.

FOOD AND BEVERAGE SERVICE

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

FOOD PREPARATION 2

This course is designed to provide the student with a continuation and expansion of knowledge in practical food preparation and to equip the student with a broader knowledge of food preparation including carving, buffet preparation, creation of show pieces including fruit and vegetable carvings.

QUANTITY FOOD PRODUCTION

This course is designed to assist students in the developing competence in the operation of food preparation areas to identified operational standards.

It also enables students to make an enlightened contribution to current industrial practice and development of culinary arts within the business environment.

FOOD AND BEVERAGE COST CONTROLS

Learners will be introduced to standards and procedures that increase the probability of food and beverage operations in the industry with emphasis on controlling cost and maximizing sales. Purchasing procedures will be examined.

FOOD AND BEVERAGE MANAGEMENT

This course examines practices pertinent to the management of food, beverage, labour, facilities and equipment.

PURCHASING AND MATERIALS MANAGEMENT

This course will introduce learners to purchasing procedures to facilitate the purchasing of food, beverages, materials and equipment for hospitality establishments. Materials management will also be examined.

EVENTS AND CONFERENCE MANAGEMENT

This course introduces the learner to the methods and techniques utilized in planning, organizing, promoting and delivering conferences/conventions.

1 FOOD PREPARATION 1

Prerequisite: None **Credits:** 4

Overview

An introductory course to familiarize the student with the theory and practice of kitchen operations. The student will gain knowledge of kitchen terminology, equipment use and the basic techniques of food preparation.

General Objectives

This course is designed to:

- 1 enable students to build confidence and fundamental practical skills in food preparation to acceptable market standards
- 2 develop an awareness of safe working environment and monitoring of safe practices
- 3 finish and critically assess products taking into account, design, colour, flavour and portion control.
- 4 become familiar with up-to-date food legislation affecting production and storage of products.

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 prepare a variety of food products and dishes according to world market standards
- 2 describe the principals of heat transfer in the cooking process

Topics

1.1 Orientation of Kitchen and Related Facilities

Objectives

Upon completion of the topic the student will be able to:

- 1.2 identify the kitchen brigade
- 1.3 identify the different areas of the kitchen and name their functions
- 1.4 identify and locate storeroom
- 1.5 define the different types of storage facilities
- 1.6 identify dish washing and pot washing area

Content

- The Kitchen Brigade
- Kitchen and Store Room orientation

2.0 Equipment

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify large and small equipment
- 2.2 select and operate large and small equipment
- 2.3 identify and describe the function of hand tools and utensils
- 2.4 identify measuring devices
- 2.5 practice weighing and measuring techniques
- 2.6 operate the washing machine
- 2.7 discuss methods of equipment care, cleaning and maintenance
- 2.8 implement equipment care, cleaning and maintenance

Content

- Kitchen equipment and utensils
- The care and maintenance of equipment

3.0 Kitchen Terminology

Objective

Upon completion of the topic the student will be able to:

- 3.1 define local and French culinary terms

Content

- Culinary terms

4.0 Maintenance and Handling of Knives

Objectives

Upon completion of the topic the student will be able to:

- 4.1 identify types of knives with:
 - straight blades
 - serrated edges

- 4.2 identify other cutting tools and related implements
- 4.3 keep knives clean complying with food safety relations
- 4.4 keep knives sharp, using safe sharpening methods
- 4.5 store knives correctly after use
- 4.6 carry out work in an organized, efficient and safe manner
- 4.7 select knives appropriate to the tasks and type of food
- 4.8 use cutting surfaces which are clean and ready to use
- 4.9 handle knives safely
- 4.10 select and purchase knives

Content

- Knife identification
- Knife use and care

5.0 Methods of Cooking**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 describe conduction, convection and radiation
- 5.2 demonstrate the preparation and cooking of selection of dishes illustrating a variety of cooking methods.
- 5.3 define and describe the methods of cookery

Content

- Definition of conduction, convection and radiation
- Moist and dry methods of cookery

6.0 Herbs and Spices**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 recognize commonly used herbs and spices used in food processing
- 6.2 identify common herbs

Content

- Origins and cultivation of herbs and spices

7.0 Flavourings**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 describe and list ingredients for Bouquet Garni, Mirepoix, Duxelle and Studded onion
- 7.2 demonstrate the use of the basic flavourings

Content

- Preparation of basic flavourings

8.0 Stocks and Soups**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 define white, brown fish stock
- 8.2 prepare, cook and reduce white, brown and fish stock.
- 8.3 define sauces and gravies
- 8.4 list basic ingredients of the following sauces and define the methods of preparation:
 - brown
 - white
 - blond
 - independent
- 8.5 prepare and serve a variety of sauces and gravies according to established standards
- 8.6 name a variety of derivatives from each basic hot sauce.
- 8.7 discuss the use of convenience sauces
- 8.8 list the derivatives of Mayonnaise Sauce and Hollandaise Sauce
- 8.9 list common proprietary sauces and condiments
- 8.10 describe preparation methods and list ingredients of pan gravy and roast gravy
- 8.11 discuss the use of gravy browning and convenience gravies
- 8.12 prepare and serve a variety of cold sauces
- 8.13 identify dehydrated bases
- 8.14 make stock from concentrates
- 8.15 classify, name and prepare a variety of soups

Content

- Classification of stocks
- Classification of sauces and gravies

- Classification of soups
- The use of convenience stocks, sauces, soups and gravies

9.0 Sandwiches

Objectives

Upon completion of the topic the student will be able to:

- 9.1 list basic ingredients for bread making
- 9.2 prepare, cook and serve bread and rolls
- 9.3 define the stages of methods of bread making
- 9.4 prepare and serve a variety of sandwiches in accordance with recipe and customer requirements
- 9.5 name the appropriate bread for different kinds of sandwiches.
- 9.6 suggest the appropriate fillings for different kinds of sandwiches
- 9.7 suggest suitable garnishes and presentation methods

Content

- Sandwiches
- Basic principles of bread making
- The history of the sandwich
- Classification of sandwiches
- Garnishes and presentation methods of sandwiches

10.0 Preparation and Service of Simple Appetizers

Objective

Upon completion of the topic the student will be able to:

- 10.1 prepare and serve a variety of simple appetizers in accordance with recipe and customer requirements:
 - simple appetizers
 - juices
 - fruits
 - cold (assorted vegetables)
 - hot (quiche, etc)

Content

- Classification of simple appetizers
- Preparation techniques

11.0 Vegetables

Objectives

Upon completion of the topic the student will be able to:

- 11.1 prepare, cook and serve fresh, frozen, preserved and pulse vegetables
- 11.2 prepare, cook and serve root, stem, flower, fruit, leaf, pulse, dried and fungi type vegetables
- 11.3 identify the types of vegetables
- 11.4 explain how to handle and store raw and cooked vegetables
- 11.5 explain the method of preparing, cooking and serving all types of vegetables
 - Fresh
 - Frozen
 - Convenience

Content

- Classification of vegetables
- The use of convenience vegetables
- Storage of vegetables

12.0 Fish and Seafood Cookery

Objectives

Upon completion of the topic the student will be able to:

- 12.1 classify and describe cuts/whole fish and shell fish suitable for cooking in the following methods: poaching, grilling, baking and frying
- 12.2 prepare a variety of fish dishes using the methods of poaching, grilling, shallow frying and baking.

Content

- Classification of fish and shellfish
- Cuts of fish
- Methods of cooking fish and shellfish

13.0 Meat and Poultry Cookery**Objectives**

Upon completion of the topic the student will be able to:

- 13.1 define the term meat
- 13.2 identify cuts of meat and offal on blank illustrations of the carcasses of lamb, veal/beef, pork/ham
- 13.3 classify and describe suitable cuts of meat that can be prepared using the following methods stewing, boiling, braising, sautéing
- 13.4 prepare, serve and garnish a variety of meat dishes using the above methods of cookery
- 13.5 define the term poultry
- 13.6 describe, prepare, cook and garnish a variety of poultry dishes popular using the methods of poaching, deep frying, sautéing, roasting

Content

- Definition of meat
- Cooking methods of meat
- Cuts of meat
 - veal
 - Beef
 - Lamb
 - Pork
- Definition of offal
- Cooking methods for offal
- Classification of poultry
- Cooking methods of poultry
- Cuts of poultry

14.0 Preparation of Desserts**Objectives**

Upon completion of the topic the student will be able to:

- 14.1 classify and identify the types of desserts
- 14.2 prepare puddings, gelatin desserts, specialty desserts (soufflés, baked alaska, babas)
- 14.3 use convenient desserts

Content

- Classification and preparation of desserts
- Convenience desserts

15.0 Baking Bread and Rolls**Objectives**

Upon completion of the topic the student will be able to:

- 15.1 identify the function and use of ingredients
- 15.2 classify baking products
- 15.3 prepare, proof and bake bread and rolls

Content

- Classification of basic breads and doughs
- Preparation techniques for baking breads and rolls

16.0 Basic Pastry, Cakes and Cookies**Objectives**

Upon completion of the topic the student will be able to:

- 16.1 prepare and bake pastry (short or flaky, sweet, choux, puff)
- 16.2 prepare and bake cakes (butter type, sponge and angel types)
- 16.3 prepare and apply frostings and icings
- 16.4 prepare and bake basic cookies

Content

- Classification and preparation of basic pastries
- Preparation of basic sponges
- Preparation of basic frostings and icings
- Basic cookie making techniques

Instruction Format

Lecture
Demonstration
Practical Food Preparation

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Practical Professional Cookery, 3rd Edition, H L Crackwell & R J Kaufmann; published by Thomson Learning.

Theory of Catering, 9th Edition, Kinton & Cesarani, Published by Hodder and Stoughton.

The New Professional Chef, 7th Edition; Linda Glick Conway; published by the Culinary Institute of America, New York, Van Nostrand Reinhold

Food Preparation and Cooking, NVQ Levels 1 and 2; Roy Hayter. London Hotel and Catering Training Company and MacMillan Press Ltd.

Fundamentals of Menu Planning, 2nd Edition; McVety, Ware and Levesque.

Resources

New Professional Chef, 7th Edition, Editor L G Conway; published by Culinary Institute of America (Van Nostrand Reinhold).

Equipment

12 inch Chef's knife
1 Paring knife
1 Boning knife
1 Vegetable Peeler
1 16 inch Piping Bar
1 No. 8 Star Tube
1 12 inch Spatula
1 Pizza Wheel

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

2 SANITATION, SAFETY AND HYGIENE

Prerequisite: None **Credits:** 3

Overview

This course will provide students with information on basic microbiology, safety, personal hygiene, general handling of food. Local legislation for the food service industry will be examined.

General Objectives

This course is designed to:

- 1 present the rules of personal hygiene and the importance of adhering to safety rules and regulations.
- 2 introduce the causes and prevention of food poisoning and to introduce the requirements of safety in the workplace.
- 3 introduce local legislation relating to the food service industry

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 discuss how contamination of food can occur in a food service establishment.
- 2 describe the effect and consequences of food borne illness.
- 3 apply sound practices to prevent the possibility of food poisoning.
- 4 identify measures/procedures that will reduce or eliminate accidents in food preparation and service areas.

Topics

1.0 How Food Handling Practices Cause Foodborne Illness

Objectives

Upon completion of the topic the student will be able to:

- 1.1 explain the concept/idea of food safety to other food handlers/employees/customers
- 1.2 discuss the types of hazards involved in food preparation

- 1.3 recognize the challenges to food safety in their particular kind of food business operation
- 1.4 identify the factors that influence the growth of micro-organisms
- 1.5 illustrate by simulation/role-play, selected conditions that are associated with hazards in handling food.
- 1.6 explain what is meant by the “temperature danger zone” in food safety
- 1.7 relate The kinds of food borne illness that may result from unsafe food handling

Content

- The concept of food safety in the business environment
- The definition of “micro-organism”
- Factors that influence the growth of micro-organisms
- The definition of food borne illness

2.0 How Personal Hygiene Affects Food Safety

Objectives

Upon completion of the topic the student will be able to:

- 2.1 distinguish between personal health and personal hygiene
- 2.2 identify the kinds of organisms found on the human body, that may cause food contamination
- 2.3 illustrate the link between personal hygiene and food safety
- 2.4 demonstrate the principles of personal hygiene appropriate to safe food handling
- 2.5 explain why persons with the following conditions should not be involved in food preparation: fever, diarrhea, upset stomach, nausea, vomiting, sore throat, sinus infection, coughing, sneezing, dizziness
- 2.6 identify conditions and illnesses that must be reported to the employer or other authorities if the individual is a food handler

Content

- Principles of personal hygiene
- The linkages between personal hygiene and food safety
- Characteristics of food contamination

3.0 Sanitation Practices Relating to Purchasing and Receiving**Objectives**

Upon completion of the topic the student will be able to:

- 3.1 explain the characteristics of safe sources in the context of food safety
- 3.2 identify safe sources of foods and food products
- 3.3 adjust receiving schedules in keeping with food safety time:temperature requirements
- 3.4 state selected characteristics of wholesome foods and food products, by category: fruit & vegetables, canned foods, meats and poultry, eggs, fish, dairy products, dry goods
- 3.5 explain the safety implications of “critical dates” labelling, specifically the following: “expiry”, “use by”, “best by”, “manufactured on”, in keeping with national standards
- 3.6 determine what changes they need to make to existing practices in order to meet food safety requirements
- 3.7 participate constructively with employees and health personnel in food inspection activities

Content

- Safe sources of food and food products
- Local food safety standards

4.0 Safe Food Storage Practices**Objectives**

Upon completion of the topic the student will be able to:

- 4.1 explain the meaning of storage in the context of food handling establishments and their supplier.
- 4.2 illustrate by example the types of food storage and their distinguishing characteristics
- 4.3 state and maintain safe-zone temperatures for raw and cooked foods
- 4.4 store chemicals safely in relation to food components and food products
- 4.5 store food handling equipment and utensils safely
- 4.6 identify and discuss low cost, efficient storage strategies that are suited to the business operation

Content

- Types of food storage facilities
- Definition of “safe-zone”
- Sanitation of food handling equipment and utensils
- Cost effective storage

5.0 Safe Freezing, Thawing and Reheating**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 distinguish between cooking and reheating
- 5.2 practice safe reheating
- 5.3 practice safe methods of thawing
- 5.4 practice safe freezing
- 5.5 apply time-temperature principles in practical situations

Content

- Definition of cooking and reheating
- Safe methods of reheating
- Safe methods of thawing
- Safe methods of freezing

6.0 Cleaning and Sanitizing Practices to Promote Food Safety**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 differentiate between cleaning and sanitizing
- 6.2 explain what is meant by a food contact surface
- 6.3 identify the types of cleaning agents and sanitizers that may be used safely in a food handling operation
- 6.4 identify, plan, implement and monitor a basic cleaning schedule which ensures that areas, utensils and equipment are cleaned and sanitized
- 6.5 clean and sanitize based on the “3 sink principle”, using either a 3-compartment sink or a safe alternative
- 6.6 use cleaning agents and sanitizers safely in the food handling operation
- 6.7 store cleaning and sanitizing chemicals safely

6.8 store cleaned and sanitized items safely

Content

- Definition of cleaning
- Definition of sanitizing
- Cleaning agents and sanitizers
- Cleaning methods
- Sanitizing methods
- Methods of storing chemicals safely

7.0 Vector Control**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 list the diseases that the vectors spread.
- 7.2 list the indicators that show the presence of the vectors.
- 7.3 identify vector control measures.
- 7.4 explain and demonstrate the safe use of chemicals in vector control.

Content

- Definition of vector
- Methods of identification of vector presence
- Vector control methods

8.0 Legislation (Local and International)**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 differentiate between the Act and the Regulation.
- 8.2 list the relevant regulations and dates they were enacted.
- 8.3 state the requirements for the registration and licensing of food premises and vehicles.
- 8.4 list the legal requirements for the satisfactory layout of food establishment.
- 8.5 list the penalties for the contravention of the regulations.
- 8.6 outline the functions of Environmental Health Officers as described in the regulations.

Content

- Environmental health regulations
- The functions of Environmental Health Officers

9.0 Principles of HACCP**Objectives**

Upon completion of the topic the student will be able to:

- 9.1 define HACCP
- 9.2 state the preparation processes that are involved in selected foods
- 9.3 create a basic flow diagram/description of selected preparation and serving processes
- 9.4 demonstrate safe ways of tasting, touching and smelling foods
- 9.5 identify the types of hazards that may occur in selected preparation and serving processes for a cooked food and a food that is served uncooked
- 9.6 identify the stages at which these hazards may occur in the processes of preparation and serving
- 9.7 distinguish between a “control point” and a “critical control point”
- 9.8 identify the critical control points in a “preparation flow” for a specific finished product typically prepared in the food establishment
- 9.9 relate preparation and serving practices to selected basic Health Services Regulations.
- 9.10 discuss the importance of the introduction to the principles of HACCP on the traditional methods of food purchasing, storage and preparation
- 9.11 describe the role of the local National Standards Institute and the Ministry of Health in implementing the guidelines articulated in HACCP

Content

- Definition of HACCP
- Definition of control point
- Definition of critical control point
- Relationship of HACCP to health regulation
- HACCP vs traditional approach to food preparation and service.

10.0 Food Preservation**Objectives**

Upon completion of the topic the student will be able to:

- 10.1 define “food preservation”
- 10.2 state three principles of food preservation
- 10.3 define the term “additive”
- 10.4 list at least four reasons for preserving food
- 10.5 discuss at least five methods of food preservation
- 10.6 define the terms “pasteurization” and “UHT”

Content

- Principles of food preservation
- Reasons for preserving food
- Methods of food preservation

11.0 Refuse/Waste Disposal**Objectives**

Upon completion of the topic the student will be able to:

- 11.1 define the terms “refuse”, “rubbish”, “garbage” and “waste”
- 11.2 list the different types of refuse
- 11.3 state the characteristics/properties of refuse
- 11.4 discuss the storage of refuse before collection
- 11.5 identify final disposal sites
- 11.6 discuss suitable methods of solid and liquid waste disposal and state their advantages
- 11.7 identify potential hazards of improper waste disposal

Content

- Characteristics and types of refuse
- Storage of refuse
- Refuse disposal methods

12.0 Safety Issues**Objectives**

Upon completion of the topic the student will be able to:

- 12.1 define the local legislation dealing with safety at work
- 12.2 describe the types of accidents that may occur and indicate the causes
- 12.3 discuss preventative measures
- 12.4 establish an accident prevention code

Content

- Local/regional legislation relating to safety at work
- Types of accidents that may occur in the work place
- Development of an accident code policy

13.0 Fires**Objectives**

Upon completion of the topic the student will be able to:

- 13.1 discuss local fire regulations.
- 13.2 state the types of fire extinguishers that should be used for specific fires.
- 13.3 demonstrate the correct use of fire extinguishers.
- 13.4 state procedures to be followed in case of fire.
- 13.5 recognize the importance of memorizing the emergency fire station number

Content

- Types of fires.
- Causes and prevention.
- Procedure in the handling of fires

14.0 Basic First Aid Techniques (Red Cross)**Objective**

Upon completion of the topic the student will be able to:

- 14.1 describe simple first aid for minor burns, cuts electric shock and drowning casualties, etc.

Content

- Treatment of burns, cuts and electric shocks
- Resuscitation techniques

Instruction Format

Lecture
Discussion
Demonstration
Guest Lecturer
Field trips

Assessment & Evaluation

- Sanitation and Safety
 - one group project – 10%
 - a mid-term test - 15%
- First-Aid
 - three practical assessments - 15%
- Final theory exam (combines the sanitation and safety and first aid components) - 60%

Recommended Text

Applied Food Service Sanitation, National Restaurant Association, Wiley, John & Sons.

Hygiene for Management. London: Highfield Publications, 1998. Springer, Richard A.

Food Poisoning and Food Hygiene. London: Arnold, 1998. Hobbs, Betty C. and Roberts, Diane

Food Hygiene, Health and Safety. London: Longman, 1998. Stretch, a and Southgate, H.

The Essential Guide to food Hygiene and Safety. Surrey: Eaton Publications, 1997. Aston, Graham and Tiffney, John.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

3 FOOD SCIENCE & NUTRITION

Perquisites: Food Sanitation and Safety

Credits: 3

Overview

This course will examine the scientific method and the chemical and physical changes that occur during preparation, processing and storage of food products. Basic principles of nutrition, and micro-biology as it relates to chemical and physical changes to food will also be examined.

General Objectives

This course is designed to assist students to:

- 1 emphasize the importance of scientific knowledge to food preparation
- 2 recognize the role of food service providers in relation to customers' wants and needs
- 3 raise awareness of the relevant concerns regarding diets and healthy eating
- 4 select commodities, work out combinations and cookery methods that provide for specified dietary needs.

Learning Outcomes

Upon completion of the topic the student will be able to:

- 1 discuss the basic concepts of nutrition and food science and their importance in food preparation and storage.
- 2 initiate and develop a sense of responsibility that cooks/chefs must be aware of when preparing food for public consumption
- 3 distinguish between the facts and myths about nutrition as they relate to ethnicity, religion and health challenges
- 4 examine the laws and their relationship to consumer protection
- 5 discuss the changes that occur to food products during production and storage.
- 6 prepare written reports on food quality using the principle method of food science.
- 7 develop and execute scientifically sound experiments to evaluate ingredient functionality and changes that occur to food products during production and storage.

Topics

1.0 Basic Anatomy and the Importance of Good Nutrition

Objectives

Upon completion of the topic the student will be able to:

- 1.1 define nutrients
- 1.2 outline functions of nutrients and identify their sources
- 1.3 define and discuss the term "nutrition" and its importance in the Culinary Arts
- 1.4 discuss the fundamentals of human structure and function
- 1.5 differentiate between nutrition and malnutrition
- 1.6 define human nutrition
- 1.7 discuss nutrition related diseases
- 1.8 discuss nutrition as it relates to vegetarians
- 1.9 discuss ethnic and religious challenges to nutrition
- 1.10 discuss what is meant by food allergens
- 1.11 discuss the effects of heat, oxidation, water, alkali on nutritional elements.

Content

- Principles of nutrition
- Human structure and function
- Challenges to human nutrition

2.0 Principles of Chemistry and Microbiology in the Preparation of Food

Objectives

Upon completion of the topic the student will be able to:

- 2.1 discuss the chemistry of food composition
- 2.2 discuss the function of fats, proteins and carbohydrates
- 2.3 list enzymes, flavours, colours, vitamins and food additives
- 2.4 sample a variety of foods that include food additives
- 2.5 discuss food laws and regulations
- 2.6 state the basic local labelling requirements and nutritional labelling

Content

- The effects of cooking on a variety of foods
- The use of additives in food
- Legislation relating to food

3.0 Chemistry and Preservation of Foods**Objectives**

Upon completion of the topic the student will be able to:

- 3.1 define food preservation
- 3.2 discuss the shelf life of food commodities and some beneficial/harmful events in the microbiology of foods
- 3.3 discuss alcoholic, acetic acid, yeast and lactic acid fermentation
- 3.4 define “food spoilage”
- 3.5 list food-borne and waterborne pathogens
- 3.6 explain and describe microbial growth
- 3.7 discuss sensory evaluation of food commodities

Content

- Food spoilage
- Fermentation
- Food-borne and water-borne pathogens and microbial growth in foods

4.0 Principles of HACCP**Objective**

Upon completion of the topic the student will be able to:

- 4.1 discuss practical application of HACCP.

Content

- The importance of HACCP
- The application of HACCP

5.0 Chemical and Physical Changes to Foods**Objective**

Upon completion of the topic the student will be able to:

- 5.1 analyze the chemical and physical changes that occur in a variety of food commodities when processed:
 - Colour and texture of vegetables.
 - Wheat and egg products.
 - Starches and gelatin
 - Dairy products.
 - Enzyme proteins.
 - Meat proteins.
 - Fruit ripening.

Content

- Analysis of chemical and physical changes that occur in food commodities when processed

Instruction Format

Lectures
Practical exercises
Visual aids
Discussions
Demonstrations
Labs

Assessment & Evaluation

- Two (2) quizzes - 20%
- One group assignment - 20%
- A final examination - 60%

Recommended Texts

The Theory of Catering, 9th Edition, Ronald Kinton, Victor Ceserani and David Foskett; published by Hodder and Stoughton.

Nutrition Made Simple; Versada S. Campbell and Dinesh P. Sinha

Science of Food; John Wiley and Sons.

Resources

Nutrition for Food Service and Culinary Professionals, K E Drummond and L M Brefere; published by Wiley and Sons.

Introductory Foods; Bennion, Marion, Prentice Hall.

On Food and Cooking, Harold McGee.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

4 BAR OPERATIONS

Prerequisite: None

Credits: 4

Overview

This course will introduce students to techniques in the service of beverages. Beverage operations with emphasis on management and operational controls will be examined.

General Objectives

This course is designed to:

- 1 equip the student with the background and service of alcoholic and non-alcoholic drinks including a variety of wines suitable for service in a variety of bar and restaurant outlets
- 2 enable the student to take a responsible approach to the service of alcoholic beverages
- 3 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify the fundamentals of a beverage operation inclusive of physical components.
- 2 demonstrate sales techniques.
- 3 prepare beverages and perform beverage service.
- 4 describe major characteristics of alcoholic products and non-alcoholic beverages.
- 5 discuss local legislation relating to the sale of alcohol beverages.

Topics

1.0 Introduction to the Bar Operations

Objectives

Upon completion of the topic the student will be able to:

- 1.1 define the term “bar”
- 1.2 illustrate the layout of the bar
- 1.3 discuss the duties of a barman, a bar waiter/waitress and a bar porter
- 1.4 describe the different types of bar operations

- 1.5 discuss the social and legal responsibilities of the bartender
- 1.6 identify different types of customers found in bars

Content

- What is a bar?
- Types of bars.
- Duties of a bar staff.
- Role and responsibilities of bartenders
- The physiology of alcohol
- Types of customers

2.0 Bartending Equipment and Tools

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify the basic bartending equipment and tools
- 2.2 operate the bar equipment
- 2.3 describe the use of equipment and tools.

Content

- Blender
- Crusher
- Ice machine
- Jigger
- Shaker
- Strainer
- Mixing glass
- Cutting board
- Knife
- Stirring spoon
- Optics

3.0 Glassware

Objectives

Upon completion of the topic the student will be able to:

- 3.1 identify the names, sizes and uses of glassware for the bar
- 3.2 describe how to wash and polish glasses
- 3.3 discuss how to frost, rim and chill glassware.

Content

- Name, sizes and uses of glassware
- Washing and polishing techniques
- Frosting and chilling of glassware

4.0 Bar Sanitation**Objective**

Upon completion of the topic the student will be able to:

- 4.1 demonstrate bar sanitation and hygiene

Contents

- Sanitation and hygiene techniques

5.0 Service Bar**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 discuss how to set up a service bar.
5.2 identify service bar supplies.
5.3 explain various service bar ordering systems
5.4 set up a service bar

Content

- Setting up
- Bar supplies.
- Ordering system.

6.0 Bar Inventory**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 discuss the various bar inventory and control procedures
6.2 explain what is meant by “rotation” of stock.

Content

- Control of stock.
- Rotation of stock.

7.0 Carriage of Drinks**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 identify a bar tray.
7.2 demonstrate how to carry a tray, with and without drinks.
7.3 return empty glasses, dispose of ice, straws, stir sticks.
7.4 discuss methods of placing orders on a tray so as to assist the bar waiter in remembering which drink belongs to each customer.

Content

- Carrying bar tray.
- System for putting orders on tray.

8.0 Classification and Types of Alcoholic Beverages**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 classify and describe the types of alcoholic beverages
8.2 distinguish between fermented and distilled beverages
8.3 outline the production of alcoholic beverages
8.4 describe and discuss the use of ice.
8.5 identify the different garnishes
8.6 name the incidental ingredients used in the bar.
8.7 discuss the use of beverage, napkins and accessories
8.8 prepare various garnishes for mixed drinks

Content

- Distilled spirits
- Cordials or liqueurs
- Beer
- Wine

9.0 Beer**Objectives**

Upon completion of the topic the student will be able to:

- 9.1 discuss the origin and manufacturing process of beers and sprits
- 9.2 identify local and imported beer
- 9.3 demonstrate pouring beer
- 9.4 define the term “draught beer”.
- 9.5 demonstrate drawing beer.

Content

- Manufacturing process of beers and spirits
- Domestic and imported beers
- Serving beer
- Definition

10.0 Non-Alcoholic Ingredients**Objectives**

Upon completion of the topic the student will be able to:

- 10.1 identify spices, grenadine condiments.
- 10.2 identify flavours of mixes
- 10.3 prepare beverages making use of these ingredients

Content

- Spices
- Mixes
- Simple syrup.
- Juices.
- Grenadine.
- Fruit.

11.0 Method of Mixing Drinks**Objectives**

Upon completion of the topic the student will be able to:

- 11.1 describe the term “stir, shake, build and blend”.
- 11.2 prepare drinks using the stir, shake, build and blend methods.

Content

- Stir technique
- Shake technique
- Build technique
- Blend technique

12.0 Highballs**Objectives**

Upon completion of the topic the student will be able to:

- 12.1 discuss the term “highball”
- 12.2 mix a number of “highballs”

Content

- Definition
- Preparation of “highballs”

13.0 Cocktails**Objectives**

Upon completion of the topic the student will be able to:

- 13.1 discuss and define origin of cocktails
- 13.2 mix a variety of cocktails.

Content

- Definition
- Preparation of a variety of cocktails

14.0 Introduction to Wines**Objectives**

Upon completion of the topic the student will be able to:

- 14.1 define the term “wine”.
- 14.2 briefly discuss the history of wines.
- 14.3 recognize wine growing regions.
- 14.4 describe the cultivation of vines:
 - Climate
 - Soil
 - Grape and fruit

- 14.5 discuss and identify wines and their regional origins
- 14.6 identify associations and controlling agencies.
- 14.7 interpret information on labels.
 - France
 - Germany
 - Spain/Italy
 - California
 - Local
 - Other sources

Content

- Definition.
- History.
- Cultivation.
- Associations and controlling agencies of wine
- Labelling of wine

15.0 Classification of Grapes**Objective**

Upon completion of the topic the student will be able to:

- 15.1 differentiate between grapes grown in North America and Europe.

Content

- North American species
 - vitis labrusca
 - concord
- European species
 - vitis vinifera
 - chardonnay
 - gamay
 - gewürztraminer

16.0 The Wine Making Process**Objectives**

Upon completion of the topic the student will be able to:

- 16.1 discuss the wine making process from crushing through bottling.
- 16.2 discuss the degree of sweetness or dryness of wine and describe how wine makers accomplish this.

- 16.3 describe the process of making champagne and sparkling wines
- 16.4 identify and discuss “fortified wines”.

Content

- Wine making process
- Champagne and sparkling wines
- Fortified wines

17.0 Classification of Wines**Objective**

Upon completion of the topic the student will be able to:

- 17.1 differentiate between the categories of wine

Content

- Appetizers
- Table wines
- Sparkling wines
- Dessert wines

18.0 The Language of Wines**Objective**

Upon completion of the topic the student will be able to:

- 18.1 discuss and compile a list of common terms.

Content

- Terminology of wines

19.0 Wine With Food**Objectives**

Upon completion of the topic the student will be able to:

- 19.1 select wines that are generally recommended to compliment various foods.
- 19.2 discuss and identify appropriate serving temperature for each category of wine.

Content

- Wine and various foods
- Temperature of various categories of wine for service

20.0 Serving Procedures**Objectives**

Upon completion of the topic the student will be able to:

- 20.1 describe the methods of presenting wine to the customer (host).
- 20.2 demonstrate the pouring of wine without dripping.
- 20.3 discuss the importance of timing in relation to wine service.

Content

- Presentation
- Pouring
- Timing

21.0 Storage**Objective**

Upon completion of the topic the student will be able to:

- 21.1 describe various wine service facilities and discuss how to develop a wine cellar

Content

- Wine service facilities
- The wine cellar

22.0 Licensing Regulations**Objective**

Upon completion of the topic the student will be able to:

- 22.1 discuss the licensing legislation relating to the hospitality industry

Content

- Relevant legislation

Instruction Format

Lecture
Demonstration
Practice
Field trips
Seminar on wine tasting
Multi-media presentation

Assessment and Evaluation

The assessment for this course takes the form of:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Pouring for Profit: a Guide to Bar and Beverage Management, Costas Katsigris.

New American Bartenders Guide, J J Poister; published by Penguin.

Resources

Remarkable Service, Culinary Institute of America; published by Wiley and Sons.

The Bar and Beverage Book, Costas Katsigris, Mary Porter and Chris Thomas

Managing Bar and Beverage Operations, H Lendal, Mary L Tanke.

Grossman's Guide to Wine, Bar and Spirits, Harold J Grossman, H Scribers and Sons

CTISP Bartender Skills Book

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

5 FOOD AND BEVERAGE SERVICE

Prerequisite: None **Credits:** 4

Overview

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

General Objectives

This course is designed to:

- 1 expose students to restaurant and bar service
- 2 enhance the students by developing their technical, practical and professional skills to allow them to function with minimum supervision
- 3 upgrade the sales and marketing skills so that the student may competently and confidently give suggestions to customers which will increase the profit base of the operation
- 4 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify and describe the various food and beverage service positions
- 2 describe and demonstrate selling skills required in a food and beverage operation.
- 3 perform various service styles.
- 4 identify types and functions of tableware.
- 5 demonstrate the various service techniques and management techniques.
- 6 calculate customer bills
- 7 demonstrate customer-handling skills.
- 8 prepare and present the check and file restaurant summary sheets.
- 9 outline duties and responsibilities of food and beverage service personnel.

Unit 1 – Basic Food Service

Topics

1.0 Introduction to Food and Beverage Service Operations

Objectives

Upon completion of the topic the student will be able to:

- 1.1 outline the different types of food service organizations
- 1.2 describe staffing structures for various establishments
- 1.3 discuss the qualities of good food service staff and their responsibilities to the customer, management and fellow workers.
- 1.4 describe the importance of teamwork
- 1.5 list the duties to be carried out by the restaurant staff.
- 1.6 compile a job roster
- 1.7 state the importance of courtesy, tact, patience and good humour in the working situation.
- 1.8 describe the inter-relationship of the food and beverage department with other departments within the establishment.

Content

- Types of Service Organization
- Staffing
- Duties of the Restaurant Brigade
- Inter-relationship with other Departments

2.0 Types and Styles of Food Service

Objective

Upon completion of the topic the student will be able to:

- 2.1 describe the types and styles of food service offered by a variety of establishments

Content

- Cafeteria/snacks bars.
- American/Russian/French.
- Combination.
- Hospital and school meals service.

3.0 Equipment**Objectives**

Upon completion of the topic the student will be able to:

- 3.1 identify large and small equipment in the food service and ancillary service areas
- 3.2 identify and describe the function and care of hand tools and equipment
- 3.3 list the safety measures that should be taken when using equipment in the food service area
- 3.4 describe appropriate cleaning procedures for all equipment.

Content

- Large equipment.
- Small equipment.
- Hand tools and utensils.
- Safe equipment usage.
- Care and cleaning of equipment.

4.0 Menu Knowledge**Objectives**

Upon completion of the topic the student will be able to:

- 4.1 define the term “menu”
- 4.2 name the different kinds of menus
- 4.3 explain a variety of menu terms
- 4.4 list foods that may be cooked to order and indicate the cooking times
- 4.5 identify terms that are used to denote the degree of cooking required.
- 4.6 list and describe the major points that should be considered when compiling a menu.
- 4.7 classify and describe a variety of dishes and name their accompaniment
- 4.8 identify the necessary equipment for lay-up and service of particular course.
- 4.9 discuss reasons for the sequence of courses, and give examples of smaller menu compositions.
- 4.10 explain the factors affecting the customer’s choice of a meal
- 4.11 identify the courses that form the menu for breakfast, luncheon, dinner and indicate their usual order.

Content

- Brief history.
- Types of menu:
 - table d’hôte
 - à la carte
 - special
- Menu terminology
- Factors affecting menu compilation.

5.0 Preparation and Service of Non-Alcoholic Beverage**Objective**

Upon completion of the topic the student will be able to:

- 5.1 classify and describe methods of preparation and service of non-alcoholic beverages.

Content

- Tea and variations.
- Coffee and variations.
- Chocolate and malted milk.
- Mineral waters.
 - natural
 - manufactured
- Syrups.
- Fruit juices.
- Squashes.

6.0 Stillroom Preparations**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 describe the correct procedures for preparing pots, pats, and curls of butter
- 6.2 name a variety of toasts and indicate which dishes they accompany.
- 6.3 name the methods of preparing limes, lemons and oranges for service with tea, etc.
- 6.4 suggest methods of preparing the salt cruet to ensure that the salt flows freely.
- 6.5 define the term “proprietary sauce”.
- 6.6 name a variety of brands of proprietary sauces.
- 6.7 classify and name popular jams and jellies and preserves, and indicate the meals in which they will be served.

Content

- Butter.
- Toasts and breads.
- Milk, sugar (for coffee and tea).
- Sliced lemon and orange.
- Condiments.
- Proprietary sauces
- Jellies, preserves, etc.

7.0 Preparation of the Dining Room for Food Service**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 discuss the procedures for preparing the dining room for service.
- 7.2 illustrate suitable table arrangements for the dining room taking into consideration, the room size, type and style of service and space allocation per person.
- 7.3 select the appropriate table linens
- 7.4 state the appropriate table linens.
- 7.5 state reasons for the careful handling of linens.
- 7.6 discuss methods of bundling linen for the laundry.
- 7.7 list a variety of napkin folds and suggest when they can be best used.
- 7.8 indicate the reasons for careful handling of napkins
- 7.9 name and describe a variety of glasses
- 7.10 discuss the use of table decorations/buffet decorations
- 7.11 identify the appropriate crockery, cutlery and flatware for the service of specific meals and describe their functions.
- 7.12 list the items required for complete table settings for the service of breakfast, luncheon and dinner.

Content

- Preparation procedures.
- Table arrangement.
- Linen.
- Napkin folds.
- Glassware.
- Floral arrangements.
- Crockery, cutlery and flatware.
- Table settings: breakfast setting; luncheon setting; dinner setting and special occasions

8.0 The Service Procedures**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 describe the service procedure
- 8.2 interpret the daily menus
- 8.3 describe a variety of methods of serving rolls
- 8.4 describe methods of preparing water for service.
- 8.5 outline how to take a customer's order correctly and discuss reasons why orders should be written clearly.
- 8.6 describe clearing techniques of crockery, cutlery and flatware.
- 8.7 discuss a variety of techniques of serving desserts.
- 8.8 discuss methods of serving tea and coffee.
- 8.9 discuss methods of presenting the bill.

Content

- Greeting and seating.
- Present the menu.
- Offering rolls and butter.
- Pouring water.
- Taking the order.
- Removing excess cutlery and flatware (in the case of table d'hôte) or placing cutlery and flatware (in the case of a la carte).
- Service and clearing of all courses up to and including main course.
- Crumbing down.
- Service of dessert.
- Presentation of bills.

9.0 Methods of Payment of Bills**Objectives**

Upon completion of the topic the student will be able to:

- 9.1 list the methods in which customers may pay for their meals.
- 9.2 calculate the authorized additional percentages
- 9.3 discuss the correct procedures of handling cash, and the correct use of the cash register.

Content

- Vouchers

- Credit cards
- Cash
- Cheques
- Correct handling of cash

10.0 Social Skills

Objectives

Upon completion of the topic the student will be able to:

- 10.1 discuss the social skills that are necessary for the smooth running of the restaurant.
- 10.2 discuss methods of dealing with customer complaints, and unusual situations.

Content

- Human relations
- Handling customer complaints

Unit 2 – Advanced Food Service

Topics

11.0 Gueridon Service

Objective

Upon completion of the topic the student will be able to:

- 11.1 clear, prepare and light lamp and generally handle the gueridon inside a crowded dining room

Content

- Techniques of preparation used in Gueridon service

12.0 Special Service

Objective

Upon completion of the topic the student will be able to:

- 12.1 prepare dishes for special occasions

Content

- Preparation methods of dishes used for special occasions

13.0 Flambé

Objectives

Upon completion of the topic the student will be able to:

- 13.1 set up trolley
- 13.2 prepare and serve a variety of flambe dishes using recipes

Content

- The trolley
- Preparation methods of flambé dishes

14.0 Service

Objectives

Upon completion of the topic the student will be able to:

- 14.1 prepare the gueridon and perform the following tasks:
 - peel hard fruit
 - peel citrus fruit
 - peel bananas
 - slice and sugar citrus fruit
 - slice and sugar hard fruit
 - prepare honey-dew melon
 - dress fresh fruit salad with liqueur
- 14.2 make and serve correctly salad dressings from the side table and toss and serve salads
- 14.3 carve cold meat from gueridon or buffet in the correct hygienic method and in a manner acceptable to customers.

Content

- Preparation of various fruits
- Service and preparation of salads
- Carving
- Sanitation

15.0 Function and Outdoor Catering**Objectives**

Upon completion of the topic the student will be able to:

- 15.1 set up a variety of buffet table and serve from the buffet
- 15.2 plan, organize and serve at a variety of functions

Content

- Techniques used in setting buffet tables
- Service at buffet tables

16.0 Specialty Liqueurs**Objective**

Upon completion of the topic the student will be able to:

- 16.1 serve liqueurs including some that are flamed

Content

- Service methods used for liqueurs

17.0 Cocktail Parties**Objective**

Upon completion of the topic the student will be able to:

- 17.1 serve a variety of savouries, canapés and hors d'oeuvres at a cocktail party.

Content

- Service methods utilized at cocktail parties

Instruction Format

Lecture
Discussion
Demonstration
Multi-media presentations

Assessment and Evaluation

The assessment for this course takes the form of:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Food and Beverage Service, 7th Edition, Lillicrap R Dennis and Cousins a John; published by Hodder and Stoughton.

The Waiter and Waitress Training Manual, 4th Edition, Sandra J Dahmer, Kurt W Kahl.

Fundamentals of Menu Planning, 2nd Edition; McVety, Ware and Levesque.

Resources

Remarkable Service, Culinary Institute of America; published by Wiley and Sons.

Food and Beverage Operation Cost Control and Systems Management, C Levinson; published by Prentice Hall.

CTISP Restaurant Server

CTISP Banquet Server

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

6 FOOD PREPARATION 2

Prerequisite: Food Preparation 1 **Credits:** 4

Overview

This course is designed to provide the student with a continuation and expansion of knowledge in practical food preparation and to equip the student with a broader knowledge of food preparation including carving, buffet preparation, creation of show pieces including fruit and vegetable carvings.

General Objectives

This course is designed to:

- 1 equip the student with a broader knowledge of food preparation including carving, buffet preparation and creation of show-pieces including vegetables and fruit
- 2 develop an awareness of safe working environment and monitoring of safe practices
- 3 develop competence in the operation of the garde manger to identified operational standards

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 develop skills in the production of a variety of hot and cold products.
- 2 prepare items appropriate for buffet presentation.

Topics

1.0 Sauces

Objectives

Upon completion of the topic the student will be able to:

- 1.1 define the term glazing
- 1.2 demonstrate the art of glazing
- 1.3 define The term butter sauces and list the derivatives
- 1.4 explain the term “chaudfoid” and describe method of preparation.

Content

- The glazing of sauces
- Butter sauce and derivatives
- The preparation of chaudfoid

2.0 Appetizers

Objectives

Upon completion of the topic the student will be able to:

- 2.1 list the categories of appetizers
- 2.2 define, prepare and serve a selection of pate
- 2.3 explain the terms “canapés” and “savouries”
- 2.4 prepare a variety of canapés and cocktail savouries

Content

- Preparation of paté
- Canapés and savouries

3.0 Soups

Objectives

Upon completion of the topic the student will be able to:

- 3.1 discuss a variety of specialty soups
- 3.2 prepare a variety of local and international soups

Content

- Specialty soups (local and international)

4.0 Fish and Shellfish

Objectives

Upon completion of the topic the student will be able to:

- 4.1 explain the terms “deep fried”, “steamed” and “stewed” as it relates to fish and shellfish.
- 4.2 identify and describe popular method of cooking local and imported fish and seafood.

Content

- The methods of preparing local and imported fish and seafood

5.0 Meat and Poultry**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 explain the terms roasted, p  le, barbecued and baked as it relates to meat and poultry.
- 5.2 prepare a variety of meat and poultry dishes using the roasted, p  le, barbecued and baked methods of cookery.

Content

- Methods of preparing and cooking meat and poultry (p  le, barbecued, baked)

6.0 Jellies and Aspics**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 describe the methods of preparing traditional and convenient aspics and jellies
- 6.2 demonstrate the use of aspics and jellies

Content

- The preparation of aspics and jellies
- How to use aspics and jellies

7.0 Game**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 explain the term “game”.
- 7.2 outline the use of game on local, regional and international menus
- 7.3 prepare a variety of dishes using game

Content

- Techniques of preparing and cooking game

8.0 Carving**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 explain the term carving
- 8.2 demonstrate how to carve a variety of meats

Content

- Techniques of carving

9.0 Flamb  **Objectives**

Upon completion of the topic the student will be able to:

- 9.1 define the term “flamb  ”
- 9.2 identify cuts of meat, poultry and seafood suitable for flamb  .
- 9.3 demonstrate the “flamb  ” technique

Content

- Flamb   as a method of cookery

10.0 Buffet**Objectives**

Upon completion of the topic the student will be able to:

- 10.1 explain the important factors of hot and cold buffet presentations.
- 10.2 demonstrate a number of hot and cold buffet dishes
- 10.3 demonstrate buffet presentation techniques

Content

- Definition of a buffet
- Buffet presentation techniques
- Preparing the buffet menu

11.0 Desserts

Objectives

Upon completion of the topic the student will be able to:

- 11.1 explain the terms “soufflé”, “parfait”, “bombes” and “sorbets”.
- 11.2 prepare and serve a variety of the above desserts.

Content

- Techniques of preparing soufflés, parfaits, bombes and sorbets

12.0 Show Pieces

Objective

Upon completion of the topic the student will be able to:

- 12.1 demonstrate a number of fruit and vegetable carvings

Content

- Principles of carving fruits and vegetables

Instruction Format

Lecture
Demonstration
Practice
Multi-media presentations

Assessment and Evaluation

The assessment for this course takes the form of:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text and Resources

Practical Professional Cookery, 3rd Edition, H L Crackwell and R J Kaufmann; published by Thomson Learning.

New Professional Chef, 7th Edition, Editor L G Conway; published by Culinary Institute of America (Van Nostrand Reinhold).

Fundamentals of Menu Planning, 2nd Edition; McVety, Ware and Levesque.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

7 QUANTITY FOOD PRODUCTION AND SERVICE

Prerequisite: Food Preparation **Credits:** 4

Overview

This course will provide students with the opportunity to develop further competence in the operation of food preparation and service. It will also enable them to make an enlightened contribution to current industrial practice and development of the culinary arts within the business environment.

General Objectives

This course is designed to:

- 1 provide students with the opportunity to develop understanding of the full range of processes involved in food preparation, cooking and service.
- 2 develop skills and expertise in cold buffet preparation, presentation and service.
- 3 develop an awareness of safe working environment and the monitoring of safe working practices.
- 4 critically assess the value of new technologies, the cost effectiveness and long term value.
- 5 develop competence in the operation of food preparation and service to identified operational standards.
- 6 prepare students to make an enlightened contribution to current industrial practice and development of culinary arts within the business environment.

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 reinforce skills in cooking and processing including:
 - complex soups, sauces and dressings.
 - complex fish and shell fish preparations and cooking complex meat, offal, game and poultry.
 - complex vegetables dishes.
 - egg and farinaceous dishes and preparations.

- 2 prepare, cook, present and serve cold buffet items including:
 - cold savoury sauces, dressing and jellies.
 - cold meat, fish, shell fish, poultry and game.
 - vegetables, fruit, dairy products, salad, fungi, rice and farinaceous pates, terrines, salads, mousses, galantines, balantines, farces and pastry encased items.
 - finishing, methods of garnishing, decorating, piping, glazing, portioning and garnishing.
- 2 appraise, establish and maintain a safe working environment.
- 3 identify potential hazards and adhere to established health, safety and maintenance policies.
- 4 follow current and developing legislation on health and safety.
- 5 state the role of various external agencies which administer various health and safety regulations.
- 6 critically assess new technology and it's potential in relation to food preparation and cookery.
- 7 develop competence in the planning and operation of food production units for normal day to day operations, special events and changes at short notice.
- 8 develop creativity and flair that will contribute to the development of new dishes, meal offerings and the total meal experience within the constraints of a business environment.

Content

- Practicum

Instruction Format

The approach to this module will be practical with experimental work often in the "Real Work Environment" and workshop situations. Experiments with cooking and service processes will be documented to form part of the assessment. Teaching will seek to embrace the traditions of the profession and encourage its development through new approaches to the preparation, cooking, presentation and service of dishes.

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 20% of the final mark
- Eight (8) practical assessments per student -
- 4 service and 4 food preparation - 80%

Recommended Text

Supervision and Management of Quantity Food Preparation, W J Morgan; published by McCutchan Publishing.

Resources

Quality Food Production, Planning and Management, J B Knight and L H Kotschevar; published by Wiley and Sons.

A variety of menus

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

8 FOOD AND BEVERAGE COST CONTROLS

Prerequisites:

Credits: 3

Overview

Learners will be introduced to standards and procedures that increase the probability of food and beverage operations in the industry with emphasis on controlling cost and maximizing sales. Purchasing procedures will be examined.

General Objectives

This course is designed to:

- 1 emphasize the importance of controlling cost and maximizing sales
- 2 stress the importance of the profit margin, what it means to the organization and the role which controls “play” in the enhancement of the profit factor
- 3 introduce to students a “working example” of controls which contributes to the Food and Beverage Control System

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify financial controls in the Hospitality Industry.
- 2 analyze the different costs pertinent to food and beverage operations.
- 3 implement internal controls for deliveries, receiving, inventory, cash handling, audit process, accounts payable and payroll.
- 4 identify and explain the principles of effective purchasing.
- 5 identify the various criteria as they relate to the quality of products.

Topics

1.0 An Introduction to Food and Beverage Control

Objectives

Upon completion of the topic the student will be able to:

- 1.1 explain what is meant by the Hospitality Industry
- 1.2 list some of the components which make up the Hotel
- 1.3 explain and differentiate between Commercial Food Services and Institutional Food Services.

Content

- Travel and Tourism, the Hospitality Segment
- How Hotels are departmentally organized
- Identification of Commercial and Food Institutional Food Services.

2.0 Management Functions

Objectives

Upon completion of the topic the student will be able to:

- 2.1 list and briefly discuss the various functions that management performs
- 2.2 list and explain what is meant by the Food and Beverage “Flow of Costs”
- 2.3 explain the importance of Food Control Systems within a Food Operation.

Content

- Planning, Organizing, coordinating, Staffing, Directing, and controlling.
- The Operating Control Cycle
 - Purchasing
 - Receiving
 - Storing
 - Issuing
 - Production
- Controlling: an important aspect of Management Function:
 - The establishment of standards
 - The Measurement of Operating Results

- The Comparison of actual results with standards
- The taking of Corrective Action
- Reviewing Corrective Action

3.0 The Purchasing and Receiving Functions

Objectives

Upon completion of the topic the student will be able to:

- 3.1 distinguish between perishable and non-perishable food items and the purchasing thereof
- 3.2 describe a market quotation sheet and an order form
- 3.3 list four common methods by which suppliers may profit from an operation's poor receiving practices.
- 3.4 list four standard practices that the Food Operation may use to ensure an effective Receiving System.
- 3.5 complete and explain the use of the daily Food Receiving Report.

Content

- Purchasing perishable and non-perishable items.
- The functions of the Market Quotation sheet
- The Order Form and Food Deliveries
- Methods of fraud in food deliveries:
 - failing to meet specifications
 - watering and Icing products
 - Invoicing high-quality items for low quality items delivered
 - Invoice Overcharging
 - Incorrect pricing as a result of bulk weighing
 - Putting goods directly into storage areas
 - Delivering goods outside normal receiving hours
- Standard Receiving Practices
 - Item count
 - Item Weighing
 - Check amounts and prices against market quotation sheet
 - Quality Check
 - Spot check of cases
 - Follow-up action on short deliveries, or deliveries that do not match specifications
 - Immediate storage of all Food Items received

- The daily Food Receiving Report

4.0 Storage and Issuing of Food Items

Objectives

Upon completion of the topic the student will be able to:

- 4.1 explain the reason for the proper storage and issuing functions within food establishments
- 4.2 list at least four practices adopted by Food operations to prevent against food spoilage
- 4.3 list at least six methods which a food operation may adopt to secure its food merchandise
- 4.4 describe the duties and responsibilities of the Food Storekeeper
- 4.5 explain the purpose of the Issuing Function and how it is normally carried out.

Content

- The purpose of the Storage and Issuing Functions
- Prevention of Spoilage and Theft
 - Adequate Locking and security system
 - Effective Key Control system
- Adequate delegated responsibility for the Merchandise on hand
- Practices to prevent Food Spoilage
 - Improper Storage temperatures
 - Excessive Storage Periods
 - Lack of Adequate Ventilation
 - Failure to segregate Food properly
 - Lack of proper sanitation
 - Excessive delays between time of receipt and proper storage
- Responsibilities of Storekeeper
 - Keeping storage area clean and dry
 - Ensuring merchandise is used before spoiling
 - Ensuring equipment is in good working order
- The Food Issuing Function
 - Proper authorization for issuing
 - The food requisition For

5.0 Inventory Control**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 illustrate how the perpetual inventory system functions to account for food merchandise
- 5.2 distinguish between the following forms of inventory: Open Inventory, Book Inventory, and Actual Inventory.
- 5.3 explain and demonstrate how inventory turnover is computed.

Content

- Storeroom Inventory
 - Bin Cards
 - Perpetual Inventory System
- Book Inventory
 - Opening Inventory + Storeroom Purchases - Storeroom Inventory = Closing Inventory
 - Open Stock Inventory
 - Actual Inventory
 - Inventory Turnover

6.0 Food and Beverage Standards**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 define Standard Purchase Specifications
- 6.2 compile a standard recipe for a particular item and explain its function.
- 6.3 calculate and explain standard yield.
- 6.4 explain how standard portions are derived.
- 6.5 define Food Costs and Standard Beverage Costs.

Content

- Standard Purchase Specifications
- Standard Recipes
 - How to develop standard Recipes
- Standard Yields
 - How to develop standard yields
 - The Cost per servable pound
 - The Cost factor
- Standard Portion Sizes
- Standard Portion Costs

- How to calculate Standard Dinner Costs
- How to Calculate Standard Portion Costs
- Special standard costs for beverage control

- Standard Food Costs
 - How to calculate standard costs per meal
- Standard Beverage Costs

7.0 The Food Cost Percent**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 compile the statistics required of a daily Food Cost Form, calculate daily Food Cost and Food cost percentage, and explain Food cost as a control measure.
- 7.2 compile accumulated food costs, and explain how the adjustments affect the final inventory balance.

Content

- How to calculate a daily Food Cost Percent
 - The Daily Food Cost Form
 - Transfers to the Food Department
 - Transfers from the Food Department
 - Employees meals and promotional meals
- How to calculate accumulated Food Cost
 - Month end adjustments
 - Difference between book inventory and actual inventory
 - Open stock inventory

8.0 Beverage Control Cost**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 list at least five ways in which theft or fraud can occur in a bar
- 8.2 discuss the use of requisitions as a basis for beverage cost control
- 8.3 discuss necessary practices for effective cost control, such as the use of standard recipes
- 8.4 measuring devices, and the value of a spillage allowance.

- 8.5 briefly discuss the standard cost control method, and given appropriate information, solve problems using this method.

Content

- Methods of theft or fraud:
 - under-pouring drinks
 - practice of Bar Personnel using personally purchased bottles
 - the Dilution of liquor
 - recording individually sold drinks as a full bottle
 - recording sold drinks as spilled or complimentary
 - substituting low quality liquor for a high quality one
 - overcharging drinks especially to a high tab.
- Beverage requisition
- Beverage Standard Recipes
- The use of measuring devices
- How to establish drink selling prices
- Why Full Bottle sales should be separated.
- Spillage allowance
- Standard Beverage cost control
- Reporting Beverage Revenue

9.0 Procedures for Comparison and Analysis

Objective

Upon completion of the topic the student will be able to:

- 9.1 identify variances between standard and actual Food and Beverage costs and discuss reasons for the variance. He should also be able to discuss suitable recommendations for the correction of the variance.

Content

- The analysis of Food and Beverage Reports.
- How to identify variances in Food and Beverage Costs.
- What kind of action to take.

10.0 The Control of Food and Beverage Sales Income

Objective

Upon completion of the topic the student will be able to:

- 10.1 discuss methods for the control of Food and Beverage Revenue.

Content

- Guest Check Control Systems
 - Manual and automated systems.
- The Collection of Sales Income
 - Sales Income Reports

Instruction Format

- 1 Lectures will form the basis for the presentation of the information.
- 2 Flip charts and overhead projector will be used to enhance the study and learning processes where the data to be presented proves to be complex.
- 3 Situational Learning will take place where students will be encouraged to carry out specified practical assignments in order to enhance the learning climate. Examples will include, but will not necessarily be limited to:
 - compiling and pricing a food inventory
 - designing, costing and pricing their own recipes using realistic market prices
 - carrying out an actual yield test, if possible within a kitchen environment.
 - designing a function sheet and costing all the requirements of the menu.
 - pricing the function in consideration of the expenses incurred and giving specified net.
 - profit criteria.

Assessment & Evaluation

- 6-8 classroom exercises - 10%
- One mid-term test - 40%
- Final exam - 50%

Recommended Text

Cost Control for the Hospitality Industry, 2nd Edition,.
Coltman Michael M.

Principles of Food, Beverage & Labour Cost Control,
Paul Dittmer

Resources

Planning and Control for Food & Beverage
Operations, Jack Ninemeir

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

9 FOOD AND BEVERAGE MANAGEMENT

Prerequisites: All courses in specialty (Capstone)
Credits: 4

Overview

This course examines practices pertinent to the management of food, beverage, labour, facilities and equipment.

General Objectives

This course is designed to enable students to:

- 1 critically appraise the particular problems of volume food production and service, recognize solutions adopted by management and propose alternative and effective solutions to those problems
- 2 isolate and compare the elements common to profitable food and beverage provision systems, recognizing the particular differences within and between each system
- 3 examine the cultural dimensions of food and beverages
- 4 make an enlightened contribution to current industrial practice and development of management techniques within the food and beverage area.
- 5 Appreciate the importance of positive service encounters.

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 develop awareness of aspects of planning and design and layout of the kitchen and restaurant
- 2 Identify and analyze the role of ergonomics and interior design in planning and designing a restaurant.
- 3 discuss the role of food in history and culture
- 4 assess the determinants of pleasure in eating and drinking
- 5 discuss food and drink as social, political and economic phenomena
- 6 use the Gastronomic principles to enhance food and Drink provision
- 7 explain the relationship between customer preferences and expectations and the ability to provide for them

- 8 discuss the significance and limitations of current products of the food technology industry
- 9 use previous knowledge of contemporary nutritional trends to develop viable, nutritionally sound menus to satisfy customer preferences and expectations

Topics

1.0 The Kitchen and Dining Room Organization

Objectives

Upon completion of the topic the student will be able to:

- 1.1 plan and design the layout of a kitchen and dining room
- 1.2 discuss the importance of equipment and facility maintenance.
- 1.3 evaluate the effects of a kitchen on the overall Food and Beverage operation.
- 1.4 discuss the criteria for equipment selection.
- 1.5 survey, establish and evaluate why customers decide to use a particular restaurant

Content

- Characteristics of room such as, size
- Equipment selection: cost, flexibility, durability, replacement cost, availability of replacements
- Selection of materials to be used: furniture and fittings, colour, patterns, textures
- Positioning of main services: water, electricity
- Access: kitchen, bar, cellar, reception
- Atmosphere: lighting, heating, music.
- Menu aspects: themes, types.
- Work flow.
- Hygiene.
- Ease of cleaning.
- Style of food service to be used: skill level of staff.
- Customer expectations.
- Produce life: design fatigue.
- Effects of refurbishment on profitability: increase customer turnover, staff morale.

2.0 Food and Beverage Management Skills**Objective**

Upon completion of the topic the student will be able to:

- 2.1 establish and appraise the technical skills of those who contribute to the delivery system and the service encounter

Content

- Technical skills
- Customer care skills
- Supervisory skills
- Attitude and aptitude
- Decision skills, problem identification and solving
- Monitoring and control skills

3.0 Technological Developments**Objective**

Upon completion of the topic the student will be able to:

- 3.1 discuss the wider context in which food and drink are utilized. In particular, as reflected in current technological developments in processing, preparation and service

Content

- The Physiological Perspective:
 - Human digestion and absorption
 - Food as a source of nutrients
 - Special and specific needs arising from
 - Nutritional disorders
 - Ethnic and religious requirements
- The Sociological/Psychological Perspectives:
 - The effects of history, culture, religion, ethnic and regional differences
 - The effects of demography and travel
 - The effects of fad and fashion and of group norms
 - Individual differences and preferences
 - The role of situational variables
 - Perceptions of quality and value
 - Motivation and needs satisfaction
- The Economical/Political Perspective:
 - Food as a scarce resource

- Influences on public choice through advertising, publicity and guides
- Choice as affected by availability, cost and distribution
- Causes of eating away from home
- Procurement, production and 'delivery' costs and the continuing pressure for economy
- The Marketing Perspective:
 - The search for 'Uniqueness' of product
 - Product 'Life Cycle' and the development of menus
 - The effects of various pricing strategies
 - The role of personalities in Gastronomy
- The Technological Perspective:
 - Preservation and processing methods
 - Historical development
 - Foods involved
 - Limitations
 - Economic value (harvest peaks and convenience)
 - Culinary benefits
 - Sensory and organoleptic evaluation

4.0 Factors Which Influence the Selection of Food**Objective**

Upon completion of the topic the student will be able to:

- 4.1 discuss the factors which influence the selection of food and beverages by the consumer

Content

- Sensory evaluation of food and beverage
- Consumer perception of quality and value
- Organoleptic testing
- Social, economic, political and climatic factors

5.0 Menu Issues**Objective**

Upon completion of the topic the student will be able to:

- 5.1 develop viable menus to satisfy customer preferences and expectation

Content

- Identify preferences and expectations (including ethnic and cultural groups and nutritional disorders)
- Contemporary nutritional issues and trends
- Menu analysis
- Nutritional analysis and necessary adjustments
- Present and justify a viable menu
- Consumer evaluation of menu items

6.0 Management Fundamentals**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 discuss how food service operations are different from other businesses
- 6.2 describe management organization changes in preparation and training

Content

- Volume food service history
- Management structures
- Management functions

7.0 Human Resource Management**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 outline the principles of effective personnel management
- 7.2 organize and plan the utilization of the work force

Content

- Manpower planning
- Hiring process
- Orientation training

8.0 Food and Beverage Preparation and Service**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 recognize how changes in food preparation and service systems have been prompted by social changes
- 8.2 explain how convenience foods were a logical, necessary development
- 8.3 describe the specific functions in a food preparation and delivery system and how they inter-relate
- 8.4 discuss the factors affecting design, space allocation and equipment selection
- 8.5 describe the various important elements that are included in the operations “blueprint” (the menu)
- 8.6 cost a recipe and menu
- 8.7 explain the terms and principles used in purchasing, storage and inventory control.

Content

- Preparation and service techniques
 - convenience food
 - health, organic and natural foods
 - future food concerns
- Techniques and Terminology
 - procedural systems
 - basic food preparation
 - cooking procedures
- Facilities, Tools and Equipment
 - physical plant
 - equipment selection
 - hand tools and use
- Menus and Recipes
 - forms of menus
 - pricing
 - recipe development
- Purchasing and storage
 - purchase specification
 - receiving
 - storing

9.0 Sanitation and Safety**Objectives**

Upon completion of the topic the student will be able to:

- 9.1 explain the necessity of having sound sanitation and safety programmes
- 9.2 describe conditions that are prevalent for bacterial contamination and multiplication

Content

- Sanitation
- Problem areas
- Safety related to sanitation

10.0 Management of Beverage System**Objectives**

Upon completion of the topic the student will be able to:

- 10.1 discuss the importance of controls and standards
- 10.2 set up these controls and procedures for a typical establishment

Content

- Standards and controls
- Purchasing controls
- Storage controls

11.0 Merchandising of Beverage System**Objective**

Upon completion of the topic the student will be able to:

- 11.1 develop a programme to merchandise, promote and sell beverages

Content

- Alcoholic beverage sales and service
- Suggestive selling

Instruction Format

Lecture
Discussion
Demonstration
Multi-media presentations

Assessment and Evaluation

Two individual assignments – 20%
One group assignment – 20%
Examination – 60%

Recommended Text

Food & Beverage Management, 3rd Edition (1998).
Bernard Davis, Andrew Lockwood & Sally Stone;
published by Butterworth & Heinemann.

Resources

Remarkable Service, Culinary Institute of America;
published by Wiley and Sons.

Planning and Control for Food and Beverage
Operations, Jack Ninemeir.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

10 PURCHASING AND MATERIALS MANAGEMENT

Prerequisite: **Credits:** 3

Overview

This course will introduce learners to purchasing procedures to facilitate the purchasing of food, beverages, materials and equipment for hospitality establishments. Materials management will also be examined.

General Objectives

This course is designed to assist students to:

- 1 analyze the purchasing methods of commodities, equipment, etc
- 2 manage the purchasing process
- 3 examine methods of storing, receiving and issuing

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify and explain the factors that affect the purchasing of food and non-food products.
- 2 identify the various criteria as they relate to quality of products.
- 3 analyze the information listed on the labels of packages and food products.
- 4 describe the advantages and disadvantages involved in buying from various types of purveyors.
- 5 distinguish between the various types of purveyors and explain their functions.
- 6 identify the characteristics of purchasing agents.
- 7 identify the various levels of qualities and grades for food items and non-food items.
- 8 storage, packaging and distribution systems for food and beverage.

Topics

1.0 The Purchasing Agent

Objectives

Upon completion of the topic the student will be able to:

- 1.1 discuss the role and duties of the purchasing agent (job description)
- 1.2 identify the attributes of a purchasing agent (job specification)

Content

- Duties of the Purchasing Agent
- Profile of a Purchasing Agent

2.0 The Mechanics of Buying

Objectives

Upon completion of the topic the student will be able to:

- 2.1 identify the steps involved in buying
- 2.2 differentiate between “selection” and “procurement”
- 2.3 discuss the distribution channel
- 2.4 explain the values added throughout the distribution channel (time, form, place, economics)

Content

- The buying process
- Selection and procurement
- Distribution channels

3.0 The Principles of Purchasing

Objectives

Upon completion of the topic the student will be able to:

- 3.1 define “purchasing”
- 3.2 discuss the 4 W’s of purchasing
- 3.3 identify ways in which food can be obtained
- 3.4 identify the two categories into which the types of food may be purchased
- 3.5 discuss the objectives of purchasing

3.6 discuss problems related to purchasing

Content

- Definition
- 4 W's
- Methods of purchasing food
- Problems related to purchasing

4.0 Factors Affecting the Market/Purchasing**Objectives**

Upon completion of the topic the student will be able to:

- 4.1 define and explain terms used in purchasing
 - par stock
 - specs/specification
 - requisition
 - menu
 - purchase order
 - expediting
- 4.2 discuss the relationship between the menu and customer taste(s) as it impacts purchasing
- 4.3 discuss the purchasing transaction

Content

- Purchasing terminology
- Customer influences on the purchasing process
- Purchasing transactions

5.0 Types of Purveyors**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 identify the general categories of purveyors/suppliers
- 5.2 discuss the legal points regarding choice of purveyors (tendering, etc)
- 5.3 explain the function of purveyors
- 5.4 outline the advantages and disadvantages of purchasing from various types of purveyors
- 5.5 examine the steps in the selection of a purveyors/suppliers

Content

- Categories of purveyors/suppliers
- Tendering
- Functions of a purveyor
- Selection of purveyors

6.0 The Cycle of Control**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 explain the 4-step control process to purchasing
- 6.2 illustrate the importance of the purchasing function
- 6.3 establish standards of quality as relates to control of the product
- 6.4 discuss inventory methods used in ordering
- 6.5 analyze the ordering procedure and how this can be streamlined
- 6.6 discuss the use of equipment in control procedures

Content

- Purchasing control process
- Quality control
- Evaluating ordering procedures
- Computer applications

7.0 Definition of Grades (Local and International)**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 identify grades used locally and internationally
- 7.2 explain what is meant by "grades"
- 7.3 distinguish between packer grades and government assigned grades
- 7.4 discuss the characteristics to which grades refer (wholesomeness, appearance, colour, uniformity)

Content

- The grading process

8.0 Government Regulations**Objectives**

Upon completion of the topic the student will be able to:

- 8.1 discuss government regulations related to the food handling and storage
- 8.2 discuss government regulations in grades/grading (USDA, etc)

Content

- Local and international legislation and regulation

9.0 Purchasing Meat, Poultry, Dairy Products, Fruits, Vegetables, Processed Foods and Convenience Foods**Objectives**

Upon completion of the topic the student will be able to:

- 9.1 discuss the related grades for each of these food items
- 9.2 explain the procedures for storing, receiving and issuing poultry, meat, etc
- 9.3 discuss yield management and its role in purchasing
- 9.4 discuss quality standards in purchasing poultry, meat, etc
- 9.5 outline cuts of meat, poultry, etc
- 9.6 identify temperatures for storing meats, frozen foods, etc.

Content

- Grading of food items
- Receiving and storing procedures for meat and poultry
- Yield management
- Purchasing specifications for meat and poultry
- Meat and poultry cuts
- Temperature for storage of meats, frozen foods, etc.

10.0 Purchasing Groceries**Objectives**

Upon completion of the topic the student will be able to:

- 10.1 explain the types of contracts used in purchasing groceries
- 10.2 discuss purchasing by daily market list, quotation lists, cash and carry and paid reserve
- 10.3 discuss purchase specifications for groceries

Content

- Contracts
- Market list
- Purchasing specification for commodities

11.0 Equipment for Portion Control**Objectives**

Upon completion of the topic the student will be able to:

- 11.1 explain “portion control”
- 11.2 discuss the equipment needed to regulate portion size

Content

- Principles of Portion Control

12.0 Store Room Management**Objectives**

Upon completion of the topic the student will be able to:

- 12.1 identify times that stock taking should occur and who is responsible for its undertaking
- 12.2 discuss the importance of stock taking
- 12.3 use formula to establish the rate of stock turnover
- 12.4 explain the steps involved in managing a storeroom from receipt to issuance
- 12.5 discuss cost analysis, stock levels and “Pareto Analysis”
- 12.6 discuss the importance of temperature to storage

- 12.7 apply stores control procedures and use relevant documents
- 12.8 explain the storeroom control procedure and its purpose
- 12.9 discuss hygiene, types of hygiene and its importance

Content

- Stock taking procedures
- Receipt and issuing
- Stock levels
- Temperature control
- Documentation
- Storeroom control procedures
- Sanitation and hygiene

13.0 Materials Management

Objectives

Upon completion of the topic the student will be able to:

- 13.1 explain the importance for a materials budget
- 13.2 discuss the steps involved in materials management
- 13.3 prepare a materials budget
- 13.4 justify the importance of materials management for a food service operation
- 13.5 discuss revenue control and its relevance to materials management

Content

- Materials Budget
- Materials Management
- Materials Management for Food Service Operations
- Revenue Control

Instruction Format

Lecture
Demonstration
Multi-media presentations

Assessment and Evaluation

Four assignments – 40%
Examination – 60%

Recommended Text

Purchasing for Hospitality Operations, William Virtz.

Resources

Purchasing, Selection and Procurement for the Hospitality Industry, J M Stefanelli; published by Wiley and Sons.

Supervision and Management of Quantity Food Preparation: Principles and Procedures; published by Mr Cutchan Publishing Corporation, 1988

Food and Beverage Management, Bernard Davis, Andrew Lockwood, Sally Stone; published by Butterworth-Heinemann, 2002.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

11 EVENTS AND CONFERENCE MANAGEMENT

Prerequisites: Accounting 1, Marketing
Food and Beverage 1 & 11, Entrepreneurship

Credits: 3

Overview

This course introduces the learner to the methods and techniques utilized in planning, organizing, promoting and delivering major events.

General Objectives

This course is designed to:

- 1 provide an opportunity for the student to develop flexibility and inventiveness in the provision of events services
- 2 develop within the student the capacity to learn by observing and interpreting current industrial practices within events activities
- 3 develop positive attitudes toward quality control systems within events activities
- 4 recognize the importance of implementing dynamic marketing strategies in events management
- 5 enable the student to utilize supervisory skills previously acquired to develop human resource management, negotiation and project skills
- 6 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 conduct an analysis of a specific event.
- 2 prepare a conference/events plan.
- 3 analyze the resource components required for a given event including physical and human resources.
- 4 apply appropriate management skills and techniques as it relates to the planning, organizing and production of the event.
- 5 apply relevant budget, costing, control and pricing techniques to an event to achieve predetermined financial targets.

- 6 conduct an analysis of the marketing requirements for an event.

Topics

1.0 The Nature of Major Events

Objectives

Upon completion of the topic the student will be able to:

- 1.1 list a variety of types of events and discuss the varying locations
- 1.2 discuss the purpose, structure and size of varying events
- 1.3 describe the role of various suppliers and contractors
- 1.4 list and discuss the nature of support services available to the events planner
- 1.5 discuss the role and structure of the organizing committee
- 1.6 outline briefly the legislation relating to Events Management

Content

- Function types and locations
- Events, structure, size and objectives
- Supplier and subcontractor roles
- Events sponsor, host or organizer roles
- Support services nature and availability
- Organizing committee
- Legislation

2.0 Project Management Techniques

Objectives

Upon completion of the topic the student will be able to:

- 2.1 explain the term “project leadership”
- 2.2 describe the different types of organizational structures relating to events management

Content

- Project Leadership
- Organizational structures
- Communication and reporting procedures: banqueting management

3.0 Negotiation Skills**Objectives**

Upon completion of the topic the student will be able to:

- 3.1 discuss the fundamentals of negotiation
- 3.2 describe a variety of strategies and tactics used when negotiating business

Content

- Setting objectives and targets
- Determining strategy and tactics
- Briefing the negotiating team
- Implementing a negotiating strategy

4.0 Marketing of the Event**Objective**

Upon completion of the topic the student will be able to:

- 4.1 develop a marketing plan for a specific event

Content

- Market Research SWOT analysis
- Advertising, promoting and publicity
- Company objectives and marketing strategies

5.0 Budgeting and Financial Control**Objectives**

Upon completion of the topic the student will be able to:

- 5.1 discuss the risk factors and pricing policies
- 5.2 outline suitable revenue forecasting methods
- 5.3 discuss methods of forecasting expenses
- 5.4 prepare a conference/event budget
- 5.5 demonstrate a system of budgeting and financial control relating to the events management process

Content

- Pricing policies
- Risk factors
- Revenue forecasting

- Budgeting, financial control and resource control

6.0 Promoting the Event**Objectives**

Upon completion of the topic the student will be able to:

- 6.1 use methods of assessing the competition
- 6.2 discuss methods of targeting the right market
- 6.3 discuss methods of promoting conference/event
- 6.4 develop a sales package for a particular conference or meeting
- 6.5 managing various sales agents.

Content

- Assessments
- Market targeting
- Promotion
- Sales packaging
- Sales agents
- Sponsors

7.0 Ancillary Conference and Convention Activities**Objectives**

Upon completion of the topic the student will be able to:

- 7.1 design and develop a tour package for conference delegates
- 7.2 design and develop an entertainment/recreational package to be included in a conference or meeting
- 7.3 design separate activities for attendees and their guests.

Content

- Tour packaging
- Entertainment packaging
- Spousal itinerary

8.0 Legal and Security Issues

Objectives

Upon completion of the topic the student will be able to:

- 8.1 explain the legal requirements of an event
- 8.2 identify what approval is required to implement a particular event
- 8.3 identify the types of contracts required between event organisers and other entities
- 8.4 discuss security requirements for event venues - equipment and cash
- 8.5 identify the law enforcement departments that provide security services for various events and conferences

Content

- Laws relating to hosting an event
- Agencies that provide approval for the staging of events
- Types and styles of contracts
- Security requirements
- Law Enforcement and Security Agencies that assist with events

Instruction Format

Lecture
Discussion
Simulation
Case Studies

Assessment and Evaluation

The final grade for this course is determined as follows:

- Participation - 20%
- Team Projects - 45%
- Final Class Project - 35%

Recommended Text

Event and Entertainment Marketing, Barry Avrich,
Probus Publishing

Event Management in Leisure and Tourism, D C
Watt; published by Longman.

Resources

Managing Conventions and Group Business, L H
Hoyle, D C Dorf and T J A Jones; published by
Education Institute a H and M A.

Van Der Wagen, Lynn & Carlos, Brenda R (2005).
Events Management for Tourism, Cultural, Business,
and Sporting Events. Published by Prentice Hall.

Attendance

Students are encouraged to attend all class sessions as
all information presented may not be covered in the
required text. Participation of students is an integral
component of the learning process.