

**College of Micronesia-FSM
Pohnpei Campus
Division of Hospitality and Tourism**

Course Outline

Food and Beverage Management

Course Title

HTM-220

Division & Number

Associate Professor, Howard Rice

Course Description:

This is a semester length course designed to introduce students to all facets of food and beverage management. The food service cycle will serve as the basis for this multidisciplinary course. Students will have the opportunity to learn the food and beverage industry from the perspective of the food service cycle. Several restaurant types will be presented and each viewed through the food service cycle particular to each type. Students will learn how the food service establishment concept influences the food service cycle. Presentation will include menu planning, forecasting, purveying, purchasing, shipment, receiving, storage, inventory, issuing, production, service, payment, accounting, food cost analysis and cycling back to menu planning. Customer service, front of the house management, table service, side work, cash register, host/hostess, wait staff and back of the house interface are also presented.

Program Outcomes:

- A. Students will learn food and beverage related supervisory and management skills from a systems perspective enabling them to seek employment within the international food and beverage industry.
- B. Students will be able to list and explain the food service cycle and relate it to the in service challenges facing the food and beverage manager.
- C. Students will be able to participate in discussions about staffing and skills needed in each stage of the food and beverage service cycles.
- D. Students will be able to identify the interdependent food and beverage industry.
- E. components and explain how these components operate together in supplying the F&B industry.
- F. Students will be able to identify opportunities and problems arising from FSM standard food and beverage operations (supply through service) and apply the standardized food and beverage service cycle to these opportunities and problems.

Course Outcomes:

(Measurable student learning outcomes.)

By the end of this HTM 220 course students will be able to:

- A. Identify the food service cycle stages and explain each stage in the cycle.
 1. {Core} be able to identify the key food service cycle stages.
 2. {Core} be able to explain how the food cycle stages are interdependent on each other.
 3. {Core} be able to explain how defining the food service concept affects all subsequent stages of the food service cycle.

4. {Core} be able to explain F&B system planning and demonstrate basic planning skills.
- B. Identify the accepted definitions for each stage of the food and beverage service cycles.
1. {Core} be able to explain the definition of, characteristics of, advantages of and disadvantages of different techniques and management approaches used in each of the fourteen food and beverage service cycle stages.
 2. {Core} be able to demonstrate practical application of skills in each food and beverage service cycle stage in the teaching restaurant laboratory.
- C. Identify and explain the components of the alcohol beverage service cycle.
1. {Core} be able to explain the different types of bartending service.
 2. {Core} be able to explain the definition of, characteristics of, advantages of and disadvantages of each type of bartending service.
 3. {Core} be able to identify and explain the social responsibility of bartending.
 4. {Core} be able to explain laws, rules and regulations pertaining to bartending.
 5. {Core} be able to demonstrate practical basic bartending skills.
 6. {Peripheral} be able to identify and explain the challenges and rewards of bartending in various settings.
 7. {Peripheral} be able to explain and demonstrate sommelier skills.
- D. Describe the role of customer service in food and beverage operations.
1. {Core} be able to explain the theory of quality customer service for F&B settings.
 2. {Core} be able to explain the interdependent roles of all employees in F&B in ensuring a high level of customer service.
 3. {Core} be able to demonstrate front of the house table service skills.
 4. {Core} be able to explain front of the house supervision techniques.
 5. {Core} be able to demonstrate high quality customer service skills in the HTM restaurant laboratory.
 6. {Peripheral} be able to explain the potential benefits of total quality management customer service skills acquisition in FSM F&B industry.

Instructional Intent:

Students will have the opportunity to learn standardized methods and techniques in the classroom setting and then apply them in the daily management of the HMT teaching restaurant. This hands-on experience will enable the student to apply standardized techniques in real world applications.

Definitions and parameters used in this outline:

- A. Core- Refers to an outcome that must be attained in order for a student to pass this course.
- B. Peripheral- Refers to an outcome that should be attained but is not required for a student to pass this course.
- C. Optional- Refers to an outcome, which may be optionally covered by the instructor as a tool for illustrative purposes but is not required for a student to pass this course.

Textbook:

Food and Beverage Management, Cousins, Foskett, Shortt-Longman Press

Methods of Instruction:

Lecture, teaching restaurant laboratory, visits to local F&B establishments, internet research.

Attendance:

As per the COM-FSM General Catalog attendance policy description.

Evaluation:

As per the COM-FSM General Catalog Academic Regulations, Course Grading System.