Course Prefix Number: HRI 134  
Credits: 3

Course Title: Food and Beverage Service Management

Course Description: Provides a conceptual and technical framework for managing the service of meals in a variety of commercial settings. Studies the integration of production and service delivery, guest contact dynamics, reservations management, and point-of-sale technology systems. Lecture 2 hours. Laboratory 3 hours. Total 5 hours per week.

General Course Purpose: This course is intended to bridge the gap between back of the house operations and front of the house operations; which addresses industry trends of open kitchens and guest-to-associate intentional interactions.

Course Prerequisites and Co-requisites: None

Student Learning Outcomes:  
Upon completing the course, the student will be able to  
a. Demonstrate appropriate service behaviors for a variety of guest types;  
b. Provide reasonable accommodations for guests with disabling conditions;  
c. Manage space and capacity, including use of reservations systems;  
d. Program point-of-sale technology for service;  
e. Enter and settle point-of-sale transactions;  
f. Generate and use point-of-sale reports for service management;  
g. Describe the scope and usage of service mise en place;  
h. Manage and execute in-room dining service;  
i. Manage and execute banquet dining service;  
j. Manage and execute restaurant dining service;  
k. Provide responsible service of alcoholic and non-alcoholic beverages;  
l. Demonstrate English service technique;  
m. Demonstrate American service technique;  
n. Demonstrate Russian service technique; and  
o. Demonstrate continental service technique.

Major Topics to Be Included:  
a. Quality service as measured by customer expectations  
b. Effective and efficient usage of resources  
c. Application of technology for transaction management  
d. Mise en place  
e. Dynamics of food and beverage service in a variety of dining environments

Date Created/Updated (Month, Day, and Year): January 14, 2019