

J. Sargeant Reynolds Community College
Course Content Summary

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

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