

# **COURSE OUTLINE**

## **HMG-250**

### **Food and Beverage Management and Service**

**3 Semester Hours**

## **HOWARD COMMUNITY COLLEGE**

### **Description**

This course is a comprehensive review of operations pertaining to food and beverage management. Students will examine various careers, responsibilities, management issues, and operations as they pertain to food and beverage. Students will engage in the theory and practice of service fundamentals. Basic service styles, such as French, Russian, and American service will be taught along with the management functions as they pertain to customer service. (3 hours weekly)

### **Overall Course Objectives**

Upon completion of this course the student will be able to:

1. Identify the various management positions in food and beverage.
2. Identify and resolve problems related to managing food and beverage operation.
3. Discuss the human resource requirements in managing personnel in food and beverage operations.
4. Explain the service requirements of buffet and banquet service.
5. Analyze the basic marketing initiatives within food and beverage operations.
6. Compare and contrast the elements of American, French, and Russian service.
7. Discuss customer service requirements in a dining room setting.
8. Develop an organizational chart for the front-of-the-house and back-of-the-house operations
9. Demonstrate proper procedures for wine and beverage service.
10. Demonstrate proper safety and sanitation procedures used in a dining room and kitchen.
11. Discuss soft-sell techniques for the sale of food and beverage items.
12. Develop a labor schedule for a front-of-the-house and a back-of-the-house operation.
13. Analyze the basic responsibilities within culinary management.
14. Discuss relevant culinary management issues.
15. Develop an initial food and beverage concept.

### **Major Topics**

- I. Equipment and settings for various service styles
- II. Dining room and kitchen service operations and procedures
- III. Wine and beverage presentation
- IV. Customer service and sales techniques
- V. Management of service and kitchen personnel
- VI. Food and beverage concept development
- VII. Restaurant departmental and operations management
- VIII. Food and Beverage menu management and marketing

## **Course Requirements**

Grading and exams: Grading procedures will be determined by the individual faculty member, but will include the final grades calculated on the bases of exams, class projects, lab demonstrations, and written papers.

## **Other Course Information**

This course serves as a requirement in the Hospitality Management program and as a Business elective.