

School / Faculty: Federation Business School

Course Title: FOOD AND BEVERAGE SERVICE PRINCIPLES

Course ID: BSHSP1015

Credit Points: 15.00

Prerequisite(s): Nil

Co-requisite(s): Nil

Exclusion(s): Nil

ASCED Code: 080307

Grading Scheme:

Program Level:

AQF Level of Program						
	5	6	7	8	9	10
Level						
Introductory	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Learning Outcomes:

Knowledge:

- K1.** Outline the roles and responsibility of food and beverage service personnel, and the features of organization and outlet workflow structures
- K2.** Discuss the relationships between different menus, service styles and room and table setup requirements
- K3.** Identify the organizational policies and procedures that will impact on food and beverage service activities
- K4.** Explain the key provisions of liquor laws and regulations and their practical implications for beverage service
- K5.** Assess the impact of ingredients, cooking and production methods on the compatibility of a diverse range of food and beverages
- K6.** Outline the key features and importance of policies and procedures for processing financial transactions using point-of-sale software

Skills:

- S1.** Prepare for and provide effective food and beverage service that responds to the diverse demands and requests of customers
- S2.** Recommend compatible food and beverage items tailored to customers' preferences

Course Outline (Higher Education)

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- S3.** Integrate knowledge of relevant organizational policies, procedures and legal requirements into the provision of food and beverage service
- S4.** Apply organizational procedures to the processing and reconciliation of customer payments

Application of knowledge and skills:

- A1.** Combine technical and communication skills to work with colleagues in the preparation, delivery and evaluation of food and beverage service that meets the needs of customers and the organization

Course Content:

Topics may include:

- Food and beverage service styles
- Menu types – terminology and service impacts
- The food and beverage service cycle
- Processing guest accounts – point of sale systems and reconciliations
- Principles of food and beverage matching
- Responsible service of alcohol

Values and Graduate Attributes:

This course will help students to develop values and attributes that will enable them to:

Values:

- V1.** Manage others in a dynamic service environment
- V2.** Be valued highly by employers for their ability to integrate knowledge of social and cultural considerations into the provision of service

Graduate Attributes:

FedUni graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

Attribute	Brief Description	Focus
Knowledge, skills and competence	This course will develop important theoretical knowledge and practical skills, together with the confidence to undertake new challenges	Low
Critical, creative and enquiring learners	This course will broaden the student's capacity to independently contribute to the management of an organisation	Medium

Course Outline (Higher Education)

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Attribute	Brief Description	Focus
Capable, flexible and work ready	Students will be encouraged to consider the social and cultural differences that impact on Food & Beverage service	Medium
Responsible, ethical and engaged citizens	This course will focus students on the responsibilities that attach to the Food and Beverage service, particularly the service of alcohol	High

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K4 S3	Responsible service of alcohol	In class test	10 - 20%
K1, K2	Research into one current issue/trend in food and beverage	Presentation and/or report	20 - 30%
K5 S1, S2	Develop 5-course menu with appropriate matching beverages	Report	20 - 30%
K2, K3, K5, K6 S1 - S4 A1	Provide food and beverage service	Practical assessment	30 - 40%

Adopted Reference Style:

APA