

Food & Beverage Service

Course Title	Food & Beverage Service									
Course Code	THOM – 104									
Course Type	This course serves as both Elective and Requirement, according to the program.									
	<table border="1"> <tr> <td>Hospitality Diploma/Bachelor</td> <td>Requirement</td> </tr> <tr> <td>Culinary Higher Diploma</td> <td>Requirement</td> </tr> <tr> <td>All Programs</td> <td>General Elective</td> </tr> </table>		Hospitality Diploma/Bachelor	Requirement	Culinary Higher Diploma	Requirement	All Programs	General Elective		
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Culinary Higher Diploma	Requirement									
All Programs	General Elective									
Level	Bachelor (1 st Cycle)									
Year / Semester	Year 1, B' Semester									
Teacher's Name	Nicos Magos									
ECTS	6	Lectures / week	3	Laboratories / week						
Course Purpose and Objectives	This course provides students with knowledge and practical skills for effective food and beverage service. It describes the importance of the menu to food service operations. It also lists and describes the tools and equipment used in food in food and beverage, human skills needed, and bar and rooms service procedures.									
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Identify the key role of the menu in food service operations. 2. Distinguish among the diverse styles of service and define the typical staff positions. 3. Investigate the methodology of cookery and service. 4. Analyze the equipment and utensils used in food and beverage service operations. 5. Identify bar and room service procedures. 6. Determine and suggest selling techniques. 									
Prerequisites	THOM – 100 Introduction to Hospitality Management		Required							
Course Content	In today's ever-demanding service industries there is a need for sensitizing the personnel to the critical value of quality in service provision. Through an analysis of service characteristics, effective delivery systems, and quality assurance methods, the student will acquire the necessary skills to achieve the ultimate goal – guest									

	<p>satisfaction.</p> <ol style="list-style-type: none"> 1. The food and beverage service industry 2. Food and beverages service facilities 3. Equipment and utensils used in food and beverage service operation 4. Food and beverage menu analysis 5. Food and beverage service skills 6. Bar layout and service procedures 7. Room service procedures 8. Suggestive selling techniques 								
Teaching Methodology	The course is delivered through lectures, demonstrations, presentations and discussions.								
Mode of delivery	Face to face.								
Bibliography	Required								
	Ninemeier J., (2010), <i>Management of Food and Beverage Operations</i> . Educational Institute of the American Hotel Motel Association.								
	Recommended								
	Lillicrap D., & Cousins J., (2006), <i>Food and Beverage Service</i> , (7 th ed.), Hodder & Stoughton.								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">30 – 50 %</td> <td style="text-align: center;">Final Exam</td> </tr> <tr> <td style="text-align: center;">20 – 40 %</td> <td style="text-align: center;">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td style="text-align: center;">10 – 30 %</td> <td style="text-align: center;">Assignments / Projects</td> </tr> <tr> <td style="text-align: center;">0 – 10 %</td> <td style="text-align: center;">Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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Language	English								