



SYLLABUS COLLEGE OF BUSINESS ADMINISTRATION

Course Number Course Name	HTRM 140: Food and Beverage Service Management
Credit Value (Breakdown of theory and lab credits)	3 Credits Theory
Catalog Course Description	You will study food and beverage service management systems in the hospitality field. You will learn to analyze cost control and quality control techniques. This course requires a work site practice location. Prerequisite: ENG 109N, or adequate score on Course Placement Evaluation. (3, 3T+0S)
Student Learning Outcomes/Objectives /Competencies of the Course	<ol style="list-style-type: none"> 1. Identify effective communication and motivational techniques to create a positive work climate. 2. Identify and list the job responsibilities and personnel requirements of a manager of dining room service. 3. List and explain the principles necessary for dining room service management. 4. Identify dining room service needs determined by the menu. 5. Identify and articulate the necessity of good communication between food production and service employees. 6. Establish guidelines for par inventory levels for dinnerware, glassware, flatware, and linens. 7. List and describe the basic styles of service. 8. Explain and demonstrate staffing guidelines, including developing a work schedules. 9. List and describe procedures for controlling manual guest checks. 10. List and articulate dining room procedures which include reservation handling and suggestive selling. 11. List beverage service positions and describe the duties. 12. List and explain the key elements of planning, time management and delegating as it relates to service 13. Identify costs within the food and beverage operations; calculate selling price, and forecast sales, and build a profit and loss/income statement. These are key business competencies to prepare for real business. 14. List, articulate and demonstrate responsible alcohol awareness component in keeping with the state regulations. 15. List the characteristics of various wines and beers. 16. Match a variety of foods with the appropriate beverages. 17. Identify all local state and federal laws pertaining to the purchase and service of alcoholic beverages.



	<ol style="list-style-type: none"> 18. Distinguish the basic production process for distilled spirits, liquors, beer and brandy. 19. Identify and describe the preparation, presentation, and service of alcoholic, non-alcoholic beverages including coffees and teas. 20. Identify and list equipment and glassware used for beverage preparation and service. 21. List and describe opening and closing procedures of a beverage operation. 22. List and explain procedures for implementing internal beverage controls.
<p>College-Wide Student Learning Outcomes</p>	<ol style="list-style-type: none"> 1. Communication 2. Critical Thought 3. Information Literacy 4. Cultural Competence

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