



Module Structure 2019/20

Module Title : Food and Beverage Service

Module Code : CAPM 233

Programme of Study/Year of Study : Culinary Arts / Year 2

Group : CA II

Semester: Spring

Number of Hours Taught : 4 periods practice per week **ECTS :** 2

Instructor: Nikolas Katsaris

Office Hours: Wednesday: 11:30 to 12:00

Office Number:

Office Tel:

email: nicolas.katsaris@gmail.com

Pre-requisite(s) : Successful completion of Introduction to Food and Beverage Service

Module Rationale

This course is designed to provide students with practical skills for effective management of food service operations. It presents basic service principles while emphasising the importance of meeting the needs and, whenever possible, exceeding the expectations of guests.

Aims

It provides students with an in-depth understanding of advanced functions and the importance of the food and beverage department in hospitality operations and other related contexts. Students will familiarise themselves with the main tasks, procedures and systems of the food and beverage department and understand its relationship with other departments. It also provides students with knowledge and skills for the effective operation of food and beverage service in outlets, so that they can respond effectively to customer expectations.

Intended Learning Outcomes

On successful completion of this module students will be able to:

- Master basic food and beverage service skills.
- Develop the necessary professional attitude and customer orientation for effective food and beverage service operations.
- Execute the service sequence effectively.
- Recognise the various types of service and know how to execute the particular style for each one.
- Acknowledge the importance of the *aboyeur* or barker role in the restaurant.
- Understand the important role of the menu in the establishment and know the different types of menus.
- Know how to prepare and serve alcoholic and non alcoholic beverages.
- Know the proper daily opening and closing procedures of a restaurant.
- Know how to prepare for and serve - breakfast, afternoon tea, room service and outdoor areas of a food service outlet, e.g. at a swimming pool.



Delivery Methods:

Demonstrations
Role playing
Practical work and guidance
Coursework

Assessment:

Theoretical: 40 %

- | | |
|--|--------------|
| • Student Training Restaurant Assignment | 60 % |
| • Final Written Examination | <u>40 %</u> |
| | 100 % |

Practical: 60 %

- | | |
|---|--------------|
| Continuous Workshop Assessment
(Individual and Group Work) | 60 % |
| • Final Practical Assessment | <u>40 %</u> |
| | 100 % |

Assessment:

The students will be assessed in both theoretical and practical aspects of the module.

It should be noted that in order for the students to succeed in the module, they should achieve **at least** a score of **50% in the theoretical part** and **50% in the practical part** of the subject.

Module Requirements

Refer to the Students' Manual Appendix II Food Service Regulations

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	27/01– 31/01	<ul style="list-style-type: none">• Authentic Regional Cypriot Cuisine• Revision of Food and Beverage Service I• Introduction to Food and Beverage Service II• Basic Technical Skills<ul style="list-style-type: none">➤ Holding and using a service spoon and fork, and other service equipment➤ Carrying plates➤ Using a service salver (round tray)➤ Using a service plate➤ Carrying glasses➤ Carrying and using large trays	CHAPTER 2



Week	Dates	Topics to be Covered	Reference Chapter / Material
2.	03/02-07/02	<ul style="list-style-type: none"> ➤ A brief meeting between the restaurant staff. The Restaurant Manager informs the restaurant staff about the activities during service and assigns the duties to the staff ➤ Welcome the guest <ul style="list-style-type: none"> • Lead the customer to the table 	CHAPTER 6
3.	10/02-14/02	<ul style="list-style-type: none"> • Forgotten Tastes of Cypriot Cuisine • The service sequence <ul style="list-style-type: none"> ➤ Taking bookings. Techniques of what to do and what not to do. ➤ A brief meeting between the restaurant staff. The Restaurant Manager informs the restaurant staff about the activities during service and assigns the duties to the staff. ➤ Welcome the guest. • Lead the customer to the table. 	CHAPTER 6, 7
4.	17/02-21/02	<ul style="list-style-type: none"> • Greek Island Cuisine, service in training restaurant • The service sequences <ul style="list-style-type: none"> ➤ Methods and types of food service ➤ Serve the soup and the appetisers ➤ Refill the wine and the water ➤ Collect the dirty plates and prepare the table for the main course ➤ Serve the main course 	CHAPTER 6, 7
5.	24/02-28/02	<ul style="list-style-type: none"> • Mainland Greek Cuisine. Service in training restaurant • The service sequence <ul style="list-style-type: none"> ➤ Collect the main-course plates ➤ Prepare the table for dessert ➤ Take an order for dessert ➤ Serve the dessert ➤ Take an order for coffee or tea ➤ Serve the coffee or tea ➤ Ask for digestives ➤ Serve the digestives ➤ Prepare the customer's bill ➤ Customer departure 	CHAPTER 6, 7
6.	02/03-06/03	<ul style="list-style-type: none"> • Byzantine Cuisine, service in training restaurant. • Methods of service <ul style="list-style-type: none"> ➤ Silver service ➤ Gueridon service ➤ Plate service ➤ English service ➤ French service ➤ Family service ➤ Russian service 	CHAPTER 7

Week	Dates	Topics to be Covered	Reference Chapter / Material
		➤ Self service	
7.	09/03-13/03	<ul style="list-style-type: none"> • Armenian Cuisine, service in training restaurant. <ul style="list-style-type: none"> ➤ Hot plate language and terminology ➤ Wash – up area (How to place the dirty plates, glasses and cutlery on the washing up bar in order to avoid accidents and losses). ➤ Methods of cleaning and storing cutlery ➤ Methods of cleaning and storing glass-wear and china. 	CHAPTER 4, 6
8.	16/03-20/03	<ul style="list-style-type: none"> • Politiki, Smyrneiki and Turkish Cuisine, service in training restaurant. • The performance of the various service methods • The Menu <ul style="list-style-type: none"> ➤ The importance of the menu ➤ Various types of menus ➤ Set up the restaurant according to the menu ➤ Execute the service according to the menu and the method of service. 	CHAPTER 4
9.	23/03-27/03	<ul style="list-style-type: none"> • Cuisine of the United Kingdom, service in training restaurant. • Preparation for service of alcoholic and non alcoholic beverages. <ul style="list-style-type: none"> ➤ Making of tea ➤ Coffee and methods of making coffee ➤ Other non - alcoholic beverages ➤ Bar set up in order to serve alcoholic beverages. 	CHAPTER 5
10.	30/03-03/04	<ul style="list-style-type: none"> • Middle Eastern Cuisine, service in training restaurant. • Improving the technical skills through <ul style="list-style-type: none"> ➤ Clothing up ➤ Napkin folding ➤ À la carte cover. Handling specialised dishes. ➤ Basic lay-up ➤ Table d’hôte cover 	CHAPTER 6
11.	06/04-10/04	<ul style="list-style-type: none"> • Cypriot Fasting Dishes, service in training restaurant. • Closing down procedure <ul style="list-style-type: none"> ➤ Prepare the restaurant for the next day (set up) ➤ Stocking the refrigerators ➤ Issuing the requisition ➤ Clean up the back of the house area ➤ Emptying the garbage 	CHAPTER 6, 7
	15/04-17/04 &	EASTER HOLIDAYS	

Week	Dates	Topics to be Covered	Reference Chapter / Material
	20/4-21/04		
12.	22/4-24/4	<ul style="list-style-type: none"> • Cypriot Fasting Dishes, service in training restaurant. • Closing down procedure <ul style="list-style-type: none"> ➤ Prepare the restaurant for the next day (set up) ➤ Stocking the refrigerators ➤ Issuing the requisition ➤ Clean up the back of the house area Emptying the garbage 	CHAPTER 6, 7
13.	27/04-30/04	<ul style="list-style-type: none"> • Cypriot Innovation Cuisine, service in training restaurant/Revision final practice 	
14.	04/05-08/05	Final practice	

Essential Reading

- J.Cousins, D. Lillicrap and S. Weekes. 2014. Food & Beverage Service. 9th ed., Hodder & Stoughton