

CUL 114/HOS 114  
Food and Beverage Operations  
3-3-0

**COURSE DESCRIPTION:**

This course will introduce students to proper operating procedures for the front of the house and as it relates to other areas of a hospitality establishment. The course stresses the importance of front of the house experiences and as it relates to the overall success of the operation. During the course, students will learn about customer service, front of the house operations, career opportunities, table service styles, various beverage categories, service, and applicable laws.

**REQUISITES:**

*Previous Course Requirements*

None

*Previous or Concurrent Course Requirements*

None

**COURSE COMMENT(S):**

None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Discuss the basic production processes of fermentation and distillation.  2. Identify wines by grape and/or other fruit variety, couACa [6AMCID	Written assignments & Lecture	Written Exam

LEARNING OUTCOMES:	LEARNING ACTIVITIES	EVALUATION METHODS
4. Discuss the basic front of the house operating procedures including POS systems, money handling, and daily procedures.	Written assignments & Lecture	Assignment
5. Analyze proper customer service techniques and how they are applied to various situations.	Written assignments & Lecture	In-class Activity Exam
6. Discuss various table service styles and etiquette.	Written assignments & Lecture	In-class Activity Exam
7. Discuss hospitality management techniques and strategies.	Written assignments & Lecture	Assignment

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

#### SEQUENCE OF TOPICS:

1. Course Overview & Introduction to Customer Service.
2. Customer Complaints, FOH Etiquette, Table Set-up.
3. Table & Counter Service – All Types, Service Styles.
4. Wines.
- 5.

COURSE APPROVAL:

Prepared by: Christopher Allen Tanner  
VPAA/Provost Compliance Verification:  
Victoria Bastecki-Perez

Date: 11/28/2012

Date: 1/14/2013

Revised by: Francine Marz, MBA, CEC  
VPAA/Provost or designee Compliance Verification:  
Victoria Bastecki-Perez, Ed.D

Date: 8/24/2015

Date: 12/22/2015

Revised by: Debbie Dalrymple  
VPAA/Provost or designee Compliance Verification:  
Victoria Bastecki-Perez, Ed.D

Date: 6/27/2016

Date: 6/27/2016

Revised by: Shawn Murray  
VPAA/Provost or designee Compliance Verification:

Date: 12/8/2018

Date: 2/25/2019



*was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.*