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| **COURSE CODE** | | | | THRM 114 | | | **COURSE LEVEL** | | 1st Semester |
| **COURSE TITLE** | | | | FOOD & BEVERAGE MANAGEMENT | | | | | |
| **COURSE TYPE** | | | | Faculty Core | | | | | |
| **LECTURER(S)** | | | | Muammer Songur | | | | | |
| **CREDIT VALUE** | | | | 3 | | **ECTS VALUE** | | 5 | |
| **PREREQUISITES** | | | | None | | | | | |
| **COREQUISITES** | | | |  | | | | | |
| **DURATION OF COURSE** | | | | 14 Weeks | | | | | |
| **WEB LINK** | | | [http://tourism.emu.edu.tr](https://tourism.emu.edu.tr/) | | | | | | |
| **AIM OF THE COURSE:** The course is specifically designed for tourism management students to gain a comprehensive understanding of the principles of “F&B” operations and processes at different outlets. The course will extensively cover the technical and managerial skills to be successful in food and beverage operations. | | | | | | | | | |
| **GENERAL LEARNING OUTCOMES**  The course is 12 weeks of duration, consisting of theory classes of 1 hour duration and 2 hours of practical classes weekly, and a final examination.  This course is an introduction to the fundamental principles of food and beverage services management  emphasizing how food service professionals create and deliver guest-driven service, enhance value, build guest loyalty, and promote repeat business. Students learn theoretical and practical skills for effective management of food and beverage service operations relating to front and back of the house, leadership, management principles, service skills, service styles and training of personnel.  **On successful completion of this course, all students will have developed KNOWLEDGE AND UNDERSTANDING of:**  1. The duties of the different job responsibilities of food servers, caterers/banquet servers, room  service attendants, beverage servers and bartenders, as well as various management positions in food & beverage.  2. Procedures and issues involved with purchasing, receiving, storing, issuing, and controlling food service supplies and equipment.  On successful completion of this course, all students will have developed their **SKILLS** in:  3. All managerial aspects of a Food and Beverage Department.  4. All managerial aspects of a freestanding pub or restaurant.  On successful completion of this course, all students will have developed **COMPETENCIES** in:  5. Demonstrating proper procedures for safety and sanitation procedures used in different types of  service.  6. Developing and designing an initial food and beverage concept. | | | | | | | | | |
| **GRADING CRITERIA** | | | | | | | | | |
| Grade | Marks | Value | | |  | | | | |
| A | 85-100 | 4.0 | | |
| A- | 80-84 | 3.7 | | |
| B+ | 75-79 | 3.3 | | |
| B | 70-74 | 3.0 | | |
| B- | 66-69 | 2.7 | | |
| C+ | 63-65 | 2.3 | | |
| C | 60-62 | 2.0 | | |
| C- | 57-59 | 1.7 | | |
| D+ | 54-56 | 1.3 | | |
| D | 50-53 | 1.0 | | |
| D- | 45-49 | 0.7 | | |
| F | 0-44 | 0.0 | | |
| NG |  | 0.0 | | |
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| **LEARNING / TEACHING METHOD**  This course will be taught using a traditional lecture hour and two hours of practical classes which  will be held at the faculty’s beach club and restaurant. Individual projects, presentations, research | | | | | | | | | |

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| papers, situational analysis assignments, and student-guided dialogues may additionally be used. Digital presentations and guest speakers may be used to supplement the textbook. |
| **ASSIGNMENTS:**  **Restaurant Work:** The objective of this internship is to provide the students with a real hands-on experience for effective management of food and beverage service operations. Attendance to restaurant work is compulsory.  **Exams:** There will be a final exam in which material from lectures, assigned readings/handouts, and the textbook will be covered. The exams will test the students’ understanding of the course material and your ability to apply the concepts learned. |
| **METHOD OF ASSESSMENT:**  The quality of your work will be assessed against specific expectations, which will be clear to you before you submit your work for assessment by the instructor. Students have to undertake the following forms of assessment:  Restaurant Work : 60%  Project : 10%  Final Examination : 30% |
| **ATTENDANCE**  Regular attendance of all enrolled classes is expected. If you miss a class, it is your responsibility to “make up” all work, including items discussed in class. Participation will be measured in terms of quality not the quantity of your contribution to the class.  Do not be late to the class. If you need to leave early for whatever reason, you should exercise politeness and notify your lecturer at the commencement of the session. Attendance is compulsory and absenteeism of more than 20% of classes will be graded as “F”. Students with poor interest, poor attendance and lack of data are graded NG. |
| **TEXTBOOK/S**  - Food and Beverage Service (5th Edition), Lillicrap and Cousins, Hodder & Stoughton  - Introduction to Food and Beverage Service, Brown, Hepner and Deegan, Pearson Education |
| **LEARNING RESOURCES**  There are many texts that can provide you with information relevant to this course. You should gather information from different resources and share it with classmates. You should do research at the library, talk with others in the field, and visit other faculty members within this department to enhance your knowledge in this area. |
| **SEMESTER OFFERRED**  2016-2017 Spring Semester |

**COURSE SCHEDULE**

The lecture topics within the semester are as in the following schedule:

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| **WEEK** | **Educational Activities** | **READING** |
| 1 | Food and Beverage Departments and Organization | Chpt 1 |
| 2 | Food and Beverage staff titles and job responsibilities  Dinning room and Kitchen rules | Chpt 1 continued |
| 3 | Types of services, providing quality service and importance of  teamwork | Chpt 2 |
| 4 | Food Service Equipment, Menu engineering | Chpt 3 |
| 5 | Internationals Cheese and mateh with wine | Chpt 4 |
| 6 | Project | - |
| 7 | International VODKA: Christiania,Grey goose,Belvedere GIN:  Gordon?Beefcater,Tangueray WHISKEY:Scotch,Irısh,American | Chpt 4 |
| 8 | Brandy&Liqueurs Workshop | Chpt 5 |
| 9 | Making of Wine | Chpt 5 |
| 10 | Types of Wine | Chpt 5 |
| 11 | International Wines | Chpt 6 |
| 12 | Fortified Wines |  |
| 13 | Champagne and Sparkling Wine |  |
| **14** | **FİNAL EXAM PERİOD** | - |

This is a tentative course of study; it may require adjustment, according to progress, supplies and

student’s ability.

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| **Course Code: THRM 114**  **Number of ECTS credits: 5 ECTS (student work load: 150)** | | | **Course Name: FOOD AND BEVERAGE MANAGEMENT** | **Instructor Name:** Muammer Sungur | | | **Date:**  **20/2/17** |
|  | Student Work Load | | | Weight of  Asses. (%) |
| Week | Course LOS | Program  LOS | Educational Activities | Lectures | Independent  Work | Assessment Hours |
| 1 | 1,2,3,4,5,6 | 1,2,3,4,7,8,9  ,11,12,13 | Chp.1: Food and Beverage Departments and Organization | 3 | 1 | Restaurant Work:4 |  |
| 2 | 1,2,3,4,5,6 | 2,3,4,7,8,9,1  1,12 | Chp.1: Food and Beverage staff and job responsibilities | 3 | 1 | Restaurant Work:4 |  |
| 3 | 1,2,3,4,5,6 | 1,2,3,4,9,10,  11,12,13 | Chp.2: Types of services, providing quality service and  importance of teamwork | 3 | 1 | Restaurant Work:5 |  |
| 4 | 1,2,3,4,5,6 | 1,2,3,5,7,9,1  1 | Chp.3: Food Service Equipment, Menu engineering | 3 | 1 | Restaurant Work:5 |  |
| 5 | 1,2,3,4,5,6 | 2,3,4,7,8,9,1  1,12 | Chp.4: Internationals Cheese and mateh with wine | 3 | 1 | Restaurant Work:5 |  |
| 6 |  |  | Project |  |  | **Project – 20 hrs.** | **10** |
| 7 | 1,2,3,4,5,6 | 1,2,3,4,9,10,  11,12,13 | Chp.5:Hard Liqueurs Workshop | 3 | 1 | Restaurant Work:4 |  |
| 8 | 1,2,3,4,5,6 | 1,2,3,4,9,10,  11,12,13 | Chp.5:Brandy&Liqueurs Workshop | 3 | 1 | Restaurant Work:4 |  |
| 9 | 1,2,3,4,5,6 | 2,3,4,8,9,11,  12 | Chp.6:Making of Wine | 3 | 1 | Restaurant Work:4 |  |
| 10 | 1,2,3,4,5,6 | 2,3,4,7,8,9,1  1,12 | Chp.6:Types of Wine | 3 | 1 | Restaurant Work:4 |  |
| 11 | 1,2,3,4,5,6 | 1,2,3,5,7,9,1  1 | Chp.7:International Wines | 3 | 1 | Restaurant Work:5 |  |
| 12 | 1,2,3,4,5,6 | 2,3,4,7,8,9,1  1,12 | Chp.7:Fortified Wines | 3 | 1 | Restaurant Work:5 |  |
| 13 | 1,2,3,4,5,6 | 2,3,4,8,9,11,  12 | Chp.8:Champagne and Sparkling Wine | 3 | 1 | Restaurant Work:5 |  |
| 14 |  |  | Final Exam Period |  |  | **Exam – 28 hrs.** | **30** |
|  |  |  |  |  |  | **Restaurant Work:**  **54hrs.** | **60** |
| **Total** | **150** |  |  | **36** | **12** | **102** | **100** |

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| **THRM 114**  **F&B MANAGEMENT** | **Program outcomes in**  **terms of**  **Knowledge** | | **Program outcomes in terms of Skills** | | | | | **Program outcomes**  **in terms of Competencies** | | | | | |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 | P | F | P | P |  |  | P | F | F |  | F | P | P |
| 2 |  | P | P | F |  |  | P | P | P |  | P | P |  |
| 3 | F | F | P | P |  |  |  |  | F | P | P | P | F |
| 4 | P | P | P |  | P |  | P |  | P |  | P | P | P |
| 5 |  | P | F | P | P |  | P |  | P |  |  |  |  |
| 6 |  | F | P | P |  |  |  | P | F |  |  |  |  |