






Detailed Item History: HS 208 - Managing Service in Food & Beverage Operations (3)


Audit Events	Date and Time
STATUS CHANGE FROM APPROVED TO FINAL. [System Generated] Review Snapshot Created By: Patrick Clymer Comments: Status change from Approved to FINAL.	04/06/2014 20:35:36
STATUS CHANGE FROM WORKING TO APPROVED. [System Generated] Review Snapshot Created By: Patrick Clymer Comments: Status change from Working to Approved.	04/06/2014 20:35:32
AUDIT EVENT Review Snapshot Created By: R. Ray D. Somera Comments: Approved 31-March-2014 Ready for publication	03/31/2014 23:19:23
	Johanna Camacho - Cancelled Patrick Clymer - Approved Cancelled by Patrick Clymer
AUDIT EVENT Review Snapshot Created By: LOC Chair1 Comments:	03/12/2014 19:02:52
	Ana Mari Atoigue - Cancelled R. Ray D. Somera - Approved Cancelled by R. Ray D. Somera
ATTACHMENT ADDED Review Snapshot Created By: Patrick Clymer Attachment:  20131218-HS208 Course Revision Fall 2013.doc 133.00KB	12/17/2013 22:02:13
ATTACHMENT ADDED Review Snapshot Created By: Patrick Clymer Attachment:  20131218-HS 208 Cover Sheet.pdf 80.00KB	12/17/2013 22:02:06
ATTACHMENT ADDED Review Snapshot Created By: Patrick Clymer Attachment:  20131218-HS208 Course Revision Fall 2013[1].pdf 143.90KB	12/17/2013 22:01:59
AUDIT EVENT Review Snapshot Created By: LOC Chair1 Comments:	12/01/2013 23:37:57
	LOC Chair1 - Approved LOC Chair2 - Cancelled LOC Dyad1 - Cancelled LOC Dyad2 - Cancelled LOC Dyad3 - Cancelled LOC Dyad4 - Cancelled LOC Dyad5 - Cancelled Cancelled by LOC Chair1
ATTACHMENT ADDED Review Snapshot Created By: Patrick Clymer Attachment:  HS208 Course Revision Spring 2013.doc 132.50KB	12/01/2013 22:58:00
AUDIT EVENT Review Snapshot Created By: Juan Flores Comments: November 18, 2013	11/17/2013 18:04:29
	LOC Chair1 - Cancelled LOC Chair2 - Cancelled Patrick Clymer - Approved Cancelled by LOC Chair1
AUDIT EVENT Review Snapshot Created By: Johanna Camacho Comments: Dr. Juan HS208 was approved by Patrick via email and hard copy signature. Please see attachments. It is now your turn to review and either reject or approve HS208.	11/06/2013 23:16:31
	Juan Flores - Approved
ATTACHMENT ADDED Review Snapshot Created By: Johanna Camacho Attachment:  HS208 Registrar approval_2013-11-07 727am.pdf 85.01KB	11/06/2013 23:15:36
AUDIT EVENT Review Snapshot Created By: Johanna Camacho Comments: Course substantive revision proposes changes in course offering, course title, SLOs, prerequisite, and credits.	11/03/2013 23:46:06
	Patrick Clymer - Cancelled Cancelled by Johanna Camacho
STATUS CHANGE FROM UNCHANGED TO WORKING. [System Generated] Review Snapshot Created By: Johanna Camacho Comments: Status change from Unchanged to Working.	11/03/2013 23:40:46

SNAPSHOT [System Generated]

11/03/2013 23:40:45

[Review Snapshot](#)**Created By:** Johanna Camacho**Comments:** Initial Unchanged snapshot.**ATTACHMENT ADDED**

11/03/2013 23:22:52

[Review Snapshot](#)**Created By:** Johanna Camacho**Attachment:**  [HS208_ISR_201380_4_apvl.pdf](#) 132.32KB**ATTACHMENT ADDED**

11/03/2013 19:01:13

[Review Snapshot](#)**Created By:** Johanna Camacho**Attachment:**  [HS208_ISR_2011-12-05.pdf](#) 653.00KB



COURSE APPROVAL FORM COVER SHEET

Trades and Professional Service
SCHOOL

Tourism and Hospitality
DEPARTMENT

**HS-208, Managing Service in Food and Beverage
Operations**
COURSE ALPHA, NUMBER, TITLE

Norman Aguilar
AUTHOR(S)

10/25/13
DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

- ☐ Course Adoption - all signatories
☒ Course Substantive Revision - all signatories except President
☐ Non-Substantive Revision – all signatories except President

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	Norman Aguilar	<input type="checkbox"/>	<input type="checkbox"/>		
REGISTRAR	Patrick L. Clymer	<input type="checkbox"/>	<input type="checkbox"/>		
DEAN	Juan Flores, Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>		
LEARNING OUTCOMES COMMITTEE CHAIR	Patricia M. Terlaje	<input type="checkbox"/>	<input type="checkbox"/>		
VP, ACADEMIC AFFAIRS	R. Ray D. Somera, Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>		
PRESIDENT	Mary A. Y. Okada, Ed.D.	<input type="checkbox"/>	<input type="checkbox"/>		

* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all-online curricula approval process.

Date of template revision: **January 2013**

COURSE APPROVAL FORM FOR ADOPTION AND SUBSTANTIVE REVISION

I. TYPE OF ACTION

Check the type of action that applies. If previous Course Guide exists, please attach.

A. ☐ Adoption

B. ☒ Substantive Revision (attach electronic copy of current Course Guide)

The numbers listed next to the changes below may or may not require a response and they have been identified as those questions most likely needing to be addressed. The entire Course Guide should be reviewed for applicability.

- ☒ Change in number of credit hours: II, IVD, VII, VIII, IX, X, XI, XII
- ☐ Change in prerequisite(s) other than prerequisite(s) offered within your department: II, IVD, VII, VIII, IX, X, XI, XII
- ☒ Substantive change in course content: II, IVD, VII, VIII, IX, X, XI, XII
- ☐ Identify specific changes not listed above:

C. ☐ Non-Substantive Revision (attach electronic copy of current Course Guide)

Please check the appropriate box:

- ☐ Change in course alpha, number, or title.

NEW: ALPHA	NUMBER	TITLE
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- ☐ Wording change in the catalog course description that does not significantly change the course content (attach old and new wording).
- ☐ Addition or revision of Student Learning Outcomes (SLOs) that does not significantly change the course content (attach old and new SLOs).
- ☐ Change in the course outline that does not significantly change the course content (attach old and new course outlines).
- ☐ Change in course prerequisites where both course and prerequisite are offered within your Department (attach old and new prerequisites).
- ☐ Change in maximum number of students allowed in class setting.
- ☐ Change in lab fees.
- ☐ Change in textbook.
- ☐ Other:

II. INTRODUCTION

The course is connected to the following program(s):

AA in Culinary Arts and AS in Food and Beverage Management

Please check appropriate box:

- A. ☒ This is a CTE course and is aligned with **Tourism and Hospitality** Career Cluster and **Restaurant and Food/Beverage Services** Career Pathway.

(See <http://www.careertech.org/career-clusters/clusters/glance/clusters-occupations.html> for more information)

- B. ☐ This course is part of General Education.

Comments:

III. COURSE DESCRIPTION & STUDENT LEARNING OUTCOMES

This course description will appear in the College Catalog followed by the Student Learning Outcomes-Course Level.

Course Description:

This course will give students a basic understanding of managing service in food and beverage operations. The emphasis of this course is to explore aspects of food and beverage services common to restaurants, cafeterias, hotels, conference centers and clubs.

If the description above is a revision, attach a copy of the current catalog page(s) to be revised.

Catalog Year: **2012-2013**

Page Numbers: **141**

STUDENT LEARNING OUTCOMES – COURSE LEVEL (LIST 3-5)

Upon successful completion of this course, students will be able to:

- 1. Demonstrate knowledge and skills in providing various styles and specialized forms of service, and identify when these styles and forms of service can be applied, and develop an appropriate sequence of service for various food and beverage establishments.**
- 2. Describe a typical food and beverage establishment's standard operating procedure.**
- 3. Identify causes, assess potential solutions, and formulate a plan of action to address negative "moments of truth".**

☐ These SLOs are aligned to States' Career Cluster Initiatives (SCCI) (www.careertech.org) standards. Comments:

IV. RATIONALE FOR PROPOSAL

If this course is connected to a program, answer A, D and E. If this course is not connected to a program, answer A-D.

- A. Reason this proposal should be adopted in light of the College's mission statement and educational goals
- The present course guide is a four credit class that addresses all aspects of a food and beverage operation. The course description is being revised to reflect the emphasis of the course: Food and Beverage service.**
- B. An assessment of industry or community need

- C. Conformity of this course to legal and other external requirements. Include articulation agreements, Guam State CTE requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable
- D. Results of course and course guide evaluation.
The new course guide reflects use of new textbook and adjustment of credit from 4 credits to 3 credits.
- E. Program requirements (associate degree, certificate, diploma) served by this course
Fulfills the requirements of an AA in Culinary Arts and AS in Food and Beverage Management

V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)

- A. Resources (materials, media, and equipment) and costs
Existing resources and costs will be utilized
- B. Personnel requirements (administrative, instructional and support staff) and costs
Full time or Adjunct faculty will teach the course
- C. Facility requirements and costs
Existing facility and costs
- D. Funding source(s)
Tuition and fees
- E. Impact, financial or otherwise, this course may have on the School/College
Minimal to none

VI. IMPLEMENTATION SCHEDULE

- A. Implementation date: **Spring 2014**
* Document must be approved by the second week of March to be effective for the following fall semester OR the second week of October to be effective for the following spring semester.
- B. Course Offering: **As needed**
Every Year

VII. COURSE DESCRIPTION

- A. Course
Alpha: **HS**
Number: **208**
- B. Course Title(s)
Long Title: **Managing Service in Food and Beverage Operations**
Abbreviated Title (20 characters maximum): **Food & Bev. Service**
- C. Contact Hours and Number of Students
Maximum Number of Students: **25**
Lecture: **45**
Lecture/Lab:
Lab:
Practicum:
Clinical:
Other:
Total Hours: **45**

- D. Number/Type of Credits
Carnegie Units: per semester
Credits: **3** per semester
- E. Prerequisite(s)
- F. Co-requisites(s)
- G. Articulation
Secondary Programs/Courses
University of Guam
Others
- I. Target Population
Students in registered in Culinary and Food & Beverage Management
- J. Cost to Students (specify any lab fees)
Tuition and Fees

VIII. COURSE DESIGN

This course is designed to address how managing food and beverage service can help operations work more efficiently, compete for market share, and provide value to guests. The emphasis of this course is to explore aspects of food and beverage services common to restaurants, cafeterias, hotels, conference centers and clubs.

IX. COURSE OUTLINE

- 1.0 LEADERSHIP IN FOOD AND BEVERAGE OPERATIONS**
- 2.0 FOOD AND BEVERAGE OPERATIONS**
- 3.0 SELECT RESTAURANT FOOD AND BEVERAGE STAFF**
- 4.0 SELECT HOTEL FOOD AND BEVERAGE STAFF**
- 5.0 SELECT BEVERAGE SERVICE STAFF**
- 6.0 RESPONSIBLE ALCOHOL SERVICE**
- 7.0 FOOD AND BEVERAGE SUPPLIES AND EQUIPMENT**
- 8.0 FACILITY DESIGN, DÉCOR, AND CLEANING**
- 9.0 DESCRIBE LABOR REVENUE CONTROL**
- 10.0 RESTAURANTS**
- 11.0 BANQUETS AND CATERED EVENTS**
- 12.0 IN-ROOM DINING**

X. STUDENT LEARNING OUTCOMES - DETAILED (based on Course Outline)

Upon successful completion of this course, students will be able to:

- 1.0 Leadership in Food and Beverage Operations**
 - 1.1 Describe the Food and Beverage Industry Developments and Trends**
 - 1.2 Explain Leadership: Knowing and Leading**

- 1.3 Explain Creating Positive, Memorable Experiences
- 1.4 Discuss Economic Considerations
- 1.5 Discuss and Reflect Thinking and Acting like an Owner
- 2.0 Food and Beverage Operations
 - 2.1 Describe Food and Beverage Staff
 - 2.2 Discuss the Team Approach in a Food and Beverage Operation
 - 2.3 Explain the Basic Elements of a Food and Operation
 - 2.4 Describe and describe the Food and Beverage Guests
- 3.0 Select Restaurant Food and Beverage Staff
 - 3.1 Discuss Attracting and Retaining Restaurant Food and Beverage Staff
 - 3.2 Describe Restaurant Servers
 - 3.3 Describe Buspenders
 - 3.4 Discuss Attracting and Retaining Restaurant Managers
 - 3.5 Describe Evaluating Staff Performance
- 4.0 Select Hotel Food and Beverage Staff
 - 4.1 Describe Banquet Servers
 - 4.2 Describe In-Room Dining Attendants
 - 4.3 Describe Concierge
- 5.0 Select Beverage Service Staff
 - 5.1 Describe Beverage Servers
 - 5.2 Describe Bartender
 - 5.3 Describe Specific Beverage Service Procedures
- 6.0 Responsible Alcohol Service
 - 6.1 Discuss Alcohol Service and the Law
 - 6.2 Discuss Checking Identification
 - 6.3 Describe Alcohol and Its Physical Impact
 - 6.7 Describe an Intervention
- 7.0 Food and Beverage Supplies and Equipment
 - 7.1 Explain Purchasing
 - 7.2 Explain Receiving and Storing
 - 7.3 Explain Issuing
 - 7.4 Explain Controlling
 - 7.5 Explain Supplies and Equipment
- 8.0 Facility Design, Décor, and Cleaning
 - 8.1 Describe Design
 - 8.2 Describe Décor: Creating the Right Environment
 - 8.3 Demonstrate Cleaning
- 9.0 Describe Labor Revenue Control
 - 9.1 Explain Labor and Revenue Control Considerations
 - 9.2 Describe Establishing Labor Standards
 - 9.3 Demonstrate Forecasting Sales
 - 9.4 Demonstrate Preparing Work Schedules
 - 9.5 Demonstrate Analyzing Labor Costs
 - 9.6 Explain Revenue Control Systems
 - 9.7 Explain Revenue Collection

- 10.0 Restaurants
 - 10.1 Describe and Discuss Casual Dining Restaurants
 - 10.2 Describe and Discuss Other Types of Restaurants
- 11.0 Banquets and Catered Events
 - 11.1 Describe Selling Banquets and Catered Events
 - 11.2 Explain Booking and Planning Events
 - 11.3 Demonstrate Getting Ready for Service
 - 11.4 Demonstrate Delivering Service
 - 11.5 Describe and Explain After Service
- 12.0 In-Room Dining
 - 12.1 Explain In-Room Dining Issues
 - 12.2 Demonstrate Getting Ready for In-Room Dining
 - 12.3 Demonstrate Delivering In-Room Dining
 - 12.4 Discuss After In-Room Dining

XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

Evaluations consist of quizzes, exams, class participation, written tests, assignments, projects, and written/oral reports and actual cooking presentations. The instructor will determine the weight of each item in the course syllabus at the beginning of the semester. Students must meet minimum course competencies of 70% or better.

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES

- A. Required Textbook(s)
**Managing Service in Food and Beverage Operations. Cichy Ronald F., Hickey Philip J. Jr. American Hotel and Lodging Association Educational Institute. Lansing Michigan. Latest Edition
 ISBN: 978-0-86612-358-7**
- B. Reference(s) and Bibliography
**Dining Room and Banquet Management. Strianese Anthony J. and Pamela P. Delmar Cengage Learning 4th Edition
 ISBN-13: 978-1-4180-5369-7**
- C. Equipment/Facilities
Room 301 will be converted to accommodate needs of this course.
- D. Instructional Supplies
Glassware, flatware, restaurant tables, and misc serving equipment.
- E. Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

- ☐ Yes
- ☒ No

Comments: