



**COURSE OUTLINE**

**HOSP 102**

**Food & Beverage Service II**

**105 HOURS**

**6 CREDITS**

PREPARED BY: Craig Hansen

DATE: Dec 18, 2015

APPROVED BY: Margaret Dumkee

DATE: Jan 27, 2016

APPROVED BY ACADEMIC COUNCIL: (date)

RENEWED BY ACADEMIC COUNCIL: (date)

**YUKON COLLEGE**

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Course Outline prepared by Craig Hansen, December 2015.

Yukon College  
P.O. Box 2799  
Whitehorse, YT  
Y1A 5K4

**APPLIED SCIENCE AND MANAGEMENT**  
**Food & Beverage Services II**  
**6 Credit Course**  
**Term 2, Year 2016**

**Food & Beverage Services II - HOSP 102**

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**INSTRUCTOR:** Craig Hansen

**OFFICE HOURS:** TBA

**OFFICE LOCATION:** A2420

**CLASSROOM:** Hilltop Bistro

**E-MAIL:** chansen@yukoncollege.yk.ca

**TIME:** T,W,Th 10:00am - 3:00pm

**TELEPHONE:** 867-668-8811

**DATES:** Jan.5 - April 21, 2016

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**COURSE DESCRIPTION**

This course continues to build on the philosophy and psychology of service as well as technical skills of service. Students will expand their learning in service theory to include fine dining with continued practice of the concepts learned. This course also introduces a systematic approach to beverage operations with emphasis on management and operational controls. Students will get practical experience in preparing and serving beverages. Students will understand and appreciate the areas of service that are important and critical from a management point of view.

**PREREQUISITES**

Full time enrolment in the program

**RELATED COURSE REQUIREMENTS**

HOSP 101, combined with second term status in the program or consent of the division.

**EQUIVALENCY OR TRANSFERABILITY**

TBA

## LEARNING OUTCOMES

Upon successful completion of the course, students will be able to

- 1 Identify the physical components and requirements of a beverage operation.
- 2 Indicate knowledge of beverage preparation and service.
- 3 Describe the managerial controls of a beverage operation.
- 4 Report on the regulatory bodies and statutes pertinent to beverage service operations.
- 5 Describe the marketing of a beverage operation.
- 6 Describe the concepts of financial and internal controls in the hospitality industry.
- 7 Describe the concepts related to food and beverage sales and the different types of costs pertinent to food and beverage operations.

## COURSE FORMAT:

The instructor's role is to facilitate learning. Lectures will typically be short, and will summarise and enhance material provided in the textbook and other handouts. The instructor will not cover all of the material in the assigned readings during class. To participate and learn effectively in classroom discussions and activities, students must come prepared, with assigned readings completed and understood.

Experiential exercises, individual presentations and small group work will be used extensively to demonstrate and apply food & beverage service concepts and techniques. These activities will reinforce the concepts learned and simulate the attitudes and behaviours expected on the job. Sharing of information and experiences through questions and dialogue is encouraged. Guest speakers, off campus visits and industry resource people will be featured in some class sessions. **For effectiveness and value of the learning process, regular attendance and full participation in class sessions are essential.**

The practical component will involve hands-on training through serving in Yukon College's Hilltop Bistro Dining Room and at least one catered event. Students will be assigned to a team in the first month of the program and will be responsible for various roles throughout the year.

**Note: Actual lab hours may vary from week to week.**

## **ASSESSMENTS**

Assignments & Practical Competencies	55%
Final Examination	25%
Participation	20%

### **Attendance & Participation**

Full attendance is expected in HOSP102. Due to the nature of the grading process students would not be able to pass with poor attendance. For this reason a student may be asked to leave and not participate in dining room operations.

### **Assignments**

Assignments and exercises are due at class start time on the date indicated. Ten per cent (10%) of the grade allocated to an assignment will be deducted for each calendar day when a written assignment is submitted late. Unless otherwise stated, written assignments must be word processed. Written assignments must also meet business writing standards: clear, complete, concise, and correct in grammar, punctuation and spelling. Practical skill evaluation will be based on the National Standards unless otherwise indicated by the instructor. Students will be assessed individually and as a part of their team.

### **Tests - Final Exam**

The final examination will be comprehensive and solely based on the National Standards for Bartender. A score of 77% or better is required to pass.

### **Other - Participation**

Because experiential exercises and other classroom activities are such an important component, success in the course is dependent on a high level of participation. The participation mark is weighted accordingly, and part of the assessment will be based on active involvement in class activities with a positive, productive and enthusiastic approach. Therefore, attendance and participation are essential; advise the instructor in advance if you are unable to attend a class.

## **EVALUATION**

Assignments	55 %
Midterm Exam	N/A
Participation	20 %
Final Exam	25 %
Total	100%

## **REQUIRED TEXTBOOKS AND MATERIALS**

Food & Beverage Server - emerit(YTEC)  
Bartender - emerit (YTEC)  
Uniform, professional flat corkscrew

## **ACADEMIC AND STUDENT CONDUCT**

Information on academic standing and student rights and responsibilities can be found in the Academic Regulations:  
[http://www.yukoncollege.yk.ca//downloads/Yukon\\_College\\_Academic\\_Regulations\\_and\\_Procedures\\_-\\_August\\_2013\\_final\\_v1.pdf](http://www.yukoncollege.yk.ca//downloads/Yukon_College_Academic_Regulations_and_Procedures_-_August_2013_final_v1.pdf)

## **PLAGIARISM**

Plagiarism is a serious academic offence. Plagiarism occurs when students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person's writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

## **YUKON FIRST NATIONS CORE COMPETENCY**

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see [www.yukoncollege.yk.ca/yfnccr](http://www.yukoncollege.yk.ca/yfnccr).

## ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or [lassist@yukoncollege.yk.ca](mailto:lassist@yukoncollege.yk.ca).

## TOPIC OUTLINE

<u>Week</u>	<u>Topic</u>	<u>Location</u>
1.	Orientation	Hilltop
2.	Taking Care of the Bar and Bar Area	Hilltop
3.	Preparing & Serving Beverages	Hilltop
4.	Serving Food	Hilltop
5.	Processing Payment	Hilltop
6.	Providing Great Service	Hilltop
7.	Demonstrating Professionalism	Hilltop
8.	Ensuring a Safe and Sanitary Environment	Hilltop
9.	Demo	Hilltop
10.	Demo	Hilltop
11.	Demo	Hilltop
12.	Demo	Hilltop
13.	Demo	Hilltop
14.	Demo	Hilltop
15.	Demo	Hilltop