



## Food and Beverage Service – HOSP 115 Hospitality Management Diploma

### Course Outline

COURSE IMPLEMENTATION DATE: September 2018  
OUTLINE EFFECTIVE DATE: September 2021  
COURSE OUTLINE REVIEW DATE: April 2026

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#### GENERAL COURSE DESCRIPTION:

This course is an introduction to the Food and Beverage Service Industry. Students will apply theoretical knowledge by using applicable tools & equipment and practice a variety of food and beverage service styles and techniques. A focus on customer service and interpersonal skills will enable the student to be successful in meeting the expectations of customers. Furthermore, students will gain an understanding of the effect of customer service on the success of a business.

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**Program Information:** This course is required for the completion of the Hospitality Management Diploma.

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**Delivery:** This course is delivered face-to-face.

**COTR Credits:** 3

**Hours for this course:** 60 hours

#### Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	15
Practicum / Field Experience Hours	
Other Contact Hours	
<b>Total</b>	<b>60</b>

#### Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-Job Experience	
Formal Work Experience	
Other	
<b>Total</b>	<b>N/A</b>

**Course Outline Author or Contact:**

Anna-Marie Rautenbach, MBA, CHE

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Signature

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**APPROVAL SIGNATURES:**

Department Head  
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Department Head Signature

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Valid from: September 2021-April 2026

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Education Council Approval Date

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**COURSE PREREQUISITES AND TRANSFER CREDIT:**

**Prerequisites:** Either English 12, English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency information on the College Website). Serving it Right BC certificate, Super Host certificate, Food Safe I certificate; may be taken concurrently.

**Co-requisites:** None

**Flexible Assessment (FA):**

Credit can be awarded for this course through FA  Yes  No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

**Transfer Credit:** For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Student should also contact an academic advisor at the institution where they want transfer credit.

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## Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Sanders, E. E., Giannasio, M., (2018). *Professional Server, The: A Training Manual*. 3<sup>rd</sup> Edition. Pearson.

Please see the instructor's syllabus or check COTR's online text calculator <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

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## LEARNING OUTCOMES:

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

- describe the Canadian food and beverage service industry;
  - identify and use appropriate tools & equipment found in the food and beverage industry;
  - develop and maintain professionalism through appropriate appearance and effective communication techniques during the service of customers;
  - apply food and beverage product knowledge through effective customer service;
  - demonstrate (deliver) to a guest, the service skills required in a food and beverage service operation;
  - perform a variety of service techniques according to industry standards, including but not limited to setting and busing tables, taking and delivering of orders and serving beverages;
  - list and execute the tasks that are required to manage a work section during various duty shifts; and
  - follow the key, industry required, steps (placing the order, providing the bill, collecting money, and balancing sales & money) in completing monetary guest transactions as well as closing down duties.
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## COURSE TOPICS:

- Introduction to the Food and Beverage Service industry
  - Understand the universal food and beverage industry
  - The unique Canadian food and beverage industry
  - Current trends in the industry
- Customer services skills
  - Professionalism in the workplace
  - Effective communication skills
  - Professional guest interaction
  - Service recovery
  - Selling skills
- Food and beverage service equipment
  - Identify and use table – and service ware
  - Professional care of food and beverage equipment
  - Effective use of technology, including point of sale systems (POS)

- Menu knowledge
  - Menu types and structure
  - Menu terminology
  - Menu considerations e.g. specific dietary needs
  - Food and beverage pairing
  
- Methods of food and beverage service
  - Types of food and beverage service
  - Preparation for service
  - Service styles and related duties
  - Perform guest services e.g. order taking, delivery of order
  - Effective use of technology e.g. POS system, in service delivery
  
- Supervision in food and beverage service
  - Perform section management
  - Teamwork as part of business success
  - Complete closing duties
  
- Monetary control
  - Guest check processing
  - Guest check settlement
  - Financial accountability

*See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.*

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**EVALUATION AND ASSESSMENT (Face-to-Face Delivery):**

Assignments	% of Total Grade
Class discussion and participation	10%
Customer service assignment	20%
Food and Beverage service assignment	20%
Midterm Exam	25%
Final Exam	<u>25%</u>
Total:	100%

*Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.*

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**EXAM POLICY:**

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

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**COURSE GRADE:**

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 50

A course grade of "C-" or better is required for credit towards a diploma in Hospitality Management.

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**ACADEMIC POLICIES:**

See [www.cotr.bc.ca/policies](http://www.cotr.bc.ca/policies) for general college policies related to course activities, including grade appeals, cheating and plagiarism.

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**COURSE CHANGES:**

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.