



## HOSP-115 – Food and Beverage Service

### Business

**Effective Term & Year:** Fall 2022

**Course Outline Review Date:** 2026-04-01

**Program Area:** Tourism, Recreation, & Hospitality

#### 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.

#### Program Information:

This course is required for the completion of the Hospitality Management Diploma.

**Delivery Methods:** On-campus (Face-to-Face)

**Credit Type:** College of the Rockies Credits

**Credits:** 3

#### Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	15
Practicum/Field Experience	
Co-op/Work Experience	

Other

Total	60
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### Course Requisites:

- Complete all of the following
  - Completed at least 1 of the following:
    - ENFP 12 – English First Peoples 12
    - ENST 12 – English Studies 12
    - ENGL090 – English – Provincial Level
  - Serving it Right BC certificate, Super Host certificate, Food Safe I certificate; may be taken concurrently.

### Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

### Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

### Textbook 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*. 3rd Edition. Pearson.

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> 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 bussing 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.
  - 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.*

## Evaluation and Assessments

### Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Class discussion and participation	10%
Customer service assignment	20%
Food and Beverage service assignment	20%
Midterm Exam	25%
Final Exam	25%
Total	100%

### Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	<50

**Evaluation Notes:** A minimum grade of C (60%) is required for credit towards a diploma in Hospitality Management.

### Additional Evaluation Information:

*No rewrites will be granted for any assignments or exams within this course.*

*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.*

## **Student Attendance/Absence**

- As adult learners, students are expected to attend all classes. Attendance is taken as a means of monitoring student success. In the event of illness or other unavoidable cause of absence, the student should notify the appropriate instructor as soon as possible.
- Students must attend all clinical/preceptorship experiences. If illness or other unavoidable absence occurs, the student must notify the appropriate instructor prior to the time s/he is expected.
- Unexcused/excessive absences from clinical/preceptorship may mean students must withdraw from the program.

## **Written Assignments**

- Assignments about clients must be written using the clients' INITIALS ONLY.
- A 15% penalty will be applied for each day past due date for late assignment submissions. If any assignment is more than three days late, it will be assigned a grade of "0".

## **Exam Attendance:**

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

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## **Academic Policies:**

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

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## **Course Changes:**

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.