

## The Hong Kong Polytechnic University

<b>Subject Code</b>	HTM2306
<b>Subject Title</b>	Introduction to Food and Beverage Operations
<b>Credit Value</b>	3
<b>Level</b>	2
<b>Pre-requisite / Co-requisite / Exclusion</b>	Nil
<b>Objectives</b>	<p>This subject introduces students to the nature and character of food and beverage operations and provides them with the theoretical studies that includes: sanitation and occupational health and safety; food safety, menu planning and cost control; food production and presentations; guest relations; professional communications; order taking; service sequencing; operating point of sales systems; cash handling; table service skills; and operational setups in the dining room and in the kitchen.</p> <p>Specifically, attention will be given in preparing students with the knowledge and skills in managing a typical food and beverage operation with effective competencies. Emphasis will also be placed in providing a safe and secure environment, building external and internal customer relationships and develop their interpersonal and leadership skills.</p>
<b>Intended Learning Outcomes</b>	<p>Upon completion of the subject, students will be able to:</p> <p><b>A. Competent Professional</b></p> <ul style="list-style-type: none"> <li>• Possess and be able to apply required operational skills and personal attributes for the delivery of quality HTM service and experience – as expected by entry-level positions in the industry.</li> <li>• Demonstrate a global understanding of Food &amp; Beverage Operations through education, practical and field study observation where appropriate.</li> </ul> <p><b>B. Critical Thinkers</b></p> <ul style="list-style-type: none"> <li>• Demonstrate creativity, strategic thinking and critical thinking to inform sound judgment to trace and manage key stages in organizing the use of food and beverage resources, staff, materials, facility and equipment to develop an effective and productive environment.</li> </ul> <p><b>C. Innovative Problem Solvers</b></p> <ul style="list-style-type: none"> <li>• Identify, define, and resolve problems relevant to SHTM/Hotel ICON/ current industry management and operational areas</li> </ul>

	<p><b>D. Effective Communicators</b></p> <ul style="list-style-type: none"> <li>Communicate effectively using a variety of (the F&amp;B industry jargon) industry jargon, and in English and Chinese (where appropriate).</li> </ul> <p><b>E. Lifelong Learners</b></p> <ul style="list-style-type: none"> <li>To foster a desire for lifelong learning to enhance personal and professional development.</li> </ul> <p><b>F. Ethical Leader</b></p> <ul style="list-style-type: none"> <li>Understand personal and corporate social responsibility expected of professionals working in SHTM (in the food and beverage industry) and possess ethical skills to enable students to make sound decisions and be able to apply these principles in practice.</li> <li>Work collaboratively within a team, and have an understanding of leadership and be prepared to lead a team within an HTM context.</li> </ul> <p><b>G. Socially Responsible Global Citizen</b></p> <ul style="list-style-type: none"> <li>To gain insight into the global community, differing cultures and understanding how these might change on a; social, national and global perspective. The students gain an understanding of their role within these contexts.</li> </ul>	
Subject Synopsis / Indicative Syllabus	a. Safety & hygiene New trends in the industry	<i>FoH</i> - Grooming, napkin folds, POS, sequence of service, setting a table <i>BoH</i> - Knife Skills-Herbs and Spices Health and Safety Menu 1
	b. Service styles	<i>FoH</i> - setting a table, carrying trays, carrying cups <i>BoH</i> - Menu 2
	c. Wine	<i>FoH</i> – Wine history, tasting, opening and basic varieties, how to describe wine to a customer, basic recommendations <i>BoH</i> - Menu 3
	d. Coffee/ Tea	<i>FoH</i> – <i>Coffee history, methods of making, roasting, cleaning and correct process for espresso, basic cups of coffee</i> <i>BoH</i> - Menu 4
	e. Spirits, cocktail & mock tails	<i>FoH</i> – <i>How to distil, history of 5 to 6 main spirits (commonly used), what is a liquor, different methods of making cocktails and mock tails, important equipment, responsible service of alcohol</i>

	BoH - Menu 5
f. Beer	<i>FoH - How to make beer, main ingredients, different beer types and tastes</i> <i>BoH – Menu 6</i>
g. Umami	<i>Repeated</i>
h. Vegetable & Starches, Fish & Shellfish Identification and Cookery	<i>Repeated</i>
i. Meat Identification and Cookery	<i>Repeated</i>
j. Diet trends	<i>Repeated</i>
k. Food as Medicine	<i>Repeated</i>
l. Costing	<i>Repeated</i>
m.	<i>Repeated</i>