

The Hong Kong Polytechnic University

Subject Code	HTM3203
Subject Title	Managerial Concepts in Food and Beverage Operations
Credit Value	3
Level	3
Pre-requisite / Co-requisite/ Exclusion	HTM2306 Introduction to Food and Beverage Operations or related subject
Objectives	This subject extends students food and beverage knowledge and skills into practice. Students will rotate to work in teams to supervise subordinates during food and beverage operation. Students will work in Bistro1979 in both FOH (Front of House) and BOH (Back of House) throughout the semester.
Intended Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <p>A. Competent Professional</p> <ul style="list-style-type: none"> • Possess and be able to apply the skills, knowledge and abilities relevant to managerial concepts in relevant food and beverage operations. • Demonstrate knowledge and intellectual skills needed for operational competence in food and beverage operations. • Acquire and apply correct safety and sanitation procedures during laboratory classes. • Apply the principles and methods of production and service from a range of menu styles including <i>table d'hôte</i> and <i>a la carte</i>, for both European and Oriental food production and service. • Apply procedures and checks that will ensure an appropriate level of pre-determined quality control in food production and food service. • Understand the global trends in cooking and serving techniques and opportunities related to culinary and beverage professions (global outlook). <p>B. Critical Thinkers</p> <ul style="list-style-type: none"> • Demonstrate creativity, strategic and critical thinking to reach sound judgment on the basis of credible evidence and logical reasoning in an HTM workplace environment. <p>C. Innovative Problem Solvers</p> <ul style="list-style-type: none"> • Analyse customer feedback from different hotel and restaurant food service and food production operations. • Identify, define, and produce innovative solutions to resolve problems relevant to HTM management and operational areas in a food and beverage environment

	<p>D. Effective Communicators</p> <ul style="list-style-type: none"> • Communicate effectively using a variety of media/technologies in a variety of situations to express clear ideas. • Apply a wide range of routine applications and demonstrate individual and group dynamics in communication. <p>E. Lifelong Learner</p> <ul style="list-style-type: none"> • Recognise the need for continual learning and self-improvement, and be able to plan, manage and evaluate their own learning in pursuit of self-determined goals to keep pace with changing landscape of F&B industry. <p>F. Ethical Leader</p> <ul style="list-style-type: none"> • Build and maintain relationship and resolve conflicts in group work situations (interpersonal competence); and demonstrate ethical reasoning in professional and day-to-day contexts (ethical reasoning) in a food and beverage environment. <p>G. Socially Responsible Global Citizen</p> <ul style="list-style-type: none"> • Understand different cultures and social development needs in the local, national and global contexts in a food and beverage environment (interest in culture and social development); and accept responsibilities in a food and beverage environment as professionals and citizens to society, their own nation and the world (social, national, and global responsibility).
<p>Subject Synopsis/ Indicative Syllabus</p>	<p>Introduction to the programme Structure and format of the programme. Expected performance and outcomes from the programme. Methods of assessment and criteria. Recommended texts, references and handbooks.</p> <p>Food production environment Food production areas, equipment and regulations of F&B laboratories, their function within the learning scope.</p> <p>Service techniques and management skills Planning and preparing for service - Food and beverage service and clearing procedures; Control and billing procedures, and end of service procedures.</p> <p>Practicum Apply planning and operational procedures to prepare and deliver prescribed menu items and beverage, and offer customer care under both FOH and BOH conditions. Analyze, evaluating, planning and organising techniques to be discussed during feedback and debriefing after each practicum.</p> <p>FOH & BOH teams will alternate for Practicum</p>