

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

<p>Intended Learning Outcomes</p>	<p>Upon completion of the subject, students will be able to:</p> <p>A. Professional Competence</p> <ul style="list-style-type: none"> • Possess and be able to apply the skills, knowledge and abilities relevant to managerial concepts in food and beverage areas of integrated hotel. • 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. <p>B. Critical Thinkers</p> <ul style="list-style-type: none"> • Demonstrate creativity, strategic and critical thinking to inform sound judgement in an HTM workplace environment. <p>C. 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>D. Innovative Problem Solvers</p> <ul style="list-style-type: none"> • Demonstrate a global outlook by analysing customer feedback from different hotel and restaurant food service and food production operations. • Identify, define, and resolve problems relevant to HTM management and operational areas in a food and beverage context. <p>F. Ethical Leaders</p> <ul style="list-style-type: none"> • Understand personal and corporate social responsibility expected of professionals working in HTM/Hotel ICON.
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**Subject Synopsis/
Indicative Syllabus**

a. 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.

b. Food production environment

Food production areas, equipment and regulations of HTM laboratories. Its function within the learning scope.

c. Service skills and techniques

Planning and preparing for service - Food and beverage service and clearing procedures; Control and billing procedures, and end of service procedures.

d. Practicum 1

Apply planning and operational procedures to prepare and deliver prescribed menu items and beverage, and offer customer care under simulated restaurant conditions.

e. Debrief Practicum 1, plan and brief Practicum 2

Apply analyzing, evaluating, planning and organising techniques for the next practicum.

f. Practicum 2

Apply planning and operational procedures to prepare and deliver prescribed menu items and beverage, and offer customer care under simulated restaurant conditions.

g. Debrief Practicum 2, plan and brief Practicum 3

Apply analyzing, evaluating, planning and organising techniques for the next practicum

h. Practicum 3

Apply planning and operational procedures to prepare and deliver prescribed menu items and beverage, and offer customer care under simulated restaurant conditions.

i. Debrief Practicum 3, plan and brief Practicum 4

Apply analyzing, evaluating, planning and organising techniques for the next practicum

j. Practicum 4

Apply planning and operational procedures to prepare and deliver prescribed menu items and beverage, and offer customer care under simulated restaurant conditions.

k. Debrief Practicum 4.

Apply analyzing, evaluating techniques on the overall practical experience

FOH & BOH groups will alternate for Practicum Week 8-14.

l. Revision

Summary of planning, organising, operational procedures, analysis and evaluation techniques in relation to the practicums and its learning outcome.