

The Hong Kong Polytechnic University

Subject Code	HTM2306
Subject Title	Introduction to Food and Beverage Operations
Credit Value	3
Level	2
Pre-requisite / Co-requisite / Exclusion	Nil
Objectives	<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>
Intended Learning Outcomes	<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 required operational skills and personal attributes for the delivery of quality HTM service and experience. • Demonstrate a global understanding of Food & Beverage Operations through education, practical and field study observation where appropriate. <p>B. Critical Thinkers</p> <ul style="list-style-type: none"> • 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.

	<p>C. Effective Communicators</p> <ul style="list-style-type: none"> Communicate effectively using a variety of media and internet searchers, to include regular meetings, reporting, discussion online and combining these in an effort to meet the assigned project's objectives. <p>D. Innovative Problem Solvers</p> <ul style="list-style-type: none"> Identify, define, and resolve problems relevant to SHTM/Hotel ICON management and operational areas <p>E. Lifelong Learners</p> <ul style="list-style-type: none"> To foster a desire for lifelong learning to enhance personal and professional development. <p>F. Ethical Leaders</p> <ul style="list-style-type: none"> Understand personal and corporate social responsibility expected of professionals working in SHTM and posses ethical skills to enable students to make sound decisions and be able to apply these principles in practice. Work collaboratively within a team, and have an understanding of leadership and be prepared to lead a team within an HTM context. 	
<p>Subject Synopsis / Indicative Syllabus <i>(italique – Teaching Hotel interaction/integration)</i></p>	<p>a. An Overview of the Food & Beverage Operations</p> <ul style="list-style-type: none"> Growth of the foodservice industry <ul style="list-style-type: none"> Types of foodservices Classification of food and beverage operations 	<p><i>1st Teaching Hotel Introduction</i></p>
	<p>b. Knowing your Customers and other stakeholders</p> <ul style="list-style-type: none"> Types of customers and their needs Types of stakeholders other than the internal and external customers 	<p><i>2nd TH Site visit</i></p>
	<p>c. The Foodservice Products</p> <ul style="list-style-type: none"> Nature and characteristics The dining out experience Tangibles and intangibles about foodservice products 	<p><i>3rd TH dining room observation</i></p>
	<p>d. Food Menus</p> <ul style="list-style-type: none"> Menu planning – customer centered Types of menus – throughout all meal periods Food categories on menus Food and Menu trends 	<p><i>4th TH Guest Lecture</i></p>
	<p>e. Beverage Lists</p> <ul style="list-style-type: none"> Types of alcoholic and non-alcoholic beverages: wine; beer; spirits; sodas, coffee and tea, other Reading the beverage list 	<p><i>5th TH Bar visits – observation</i></p>

<ul style="list-style-type: none"> • Able to make recommendations • Responsible service of alcoholic beverages (online) <p>New product trialing – internal (food and beverage)</p>	
<p>f. The Food and Beverage Operations Environment</p> <ul style="list-style-type: none"> • Foodservice organization and staff members • Foodservice facilities and equipment <p>(Foodservice environments health, safety and sanitation matters)</p>	<i>6 TH F&B & Support Service Operations Visit</i>
<p>g. Food Production Systems in Action 1</p> <ul style="list-style-type: none"> • Limited Lunch production and service 	<i>7 TH B2TR lunch</i>
<p>h. Food Supply Chain</p> <ul style="list-style-type: none"> • Purchasing system: function and specifications, buying methods and selection of suppliers • Receiving system • Storage and issuing system 	<i>8 TH Site Visit</i>
<p>i. Other Major Segments of the Food Service Industry</p> <ul style="list-style-type: none"> • Hotels and quality restaurants • Quick Service Restaurants and popular catering • Banquet and Events catering concepts • Industrial catering (Airline, Cruise Line, Armed Forces); School catering; Hospital catering 	<i>9 Prof for a Day – not from the TH</i>
<p>j. Food Service Systems in Action 2</p> <ul style="list-style-type: none"> • Limited Banquet Dinner production and service 	<i>10 TH B2TR or Banquet</i>
<p>k. Waste Management Systems and Environmental Management</p>	<i>11 TH site visit</i>
<p>l. Food & Beverage HR Management (schedules, payroll, motivation & retention)</p>	<i>12TH F&B Expert Presentation</i>
<p>m. Competitive Analysis and Market Research for Medium to Small Business</p>	<i>13 TH Case study</i>
<p>n. Revision – Reflection</p>	<i>14 Nil</i>