

**Course Description****HFT4809 | Food Service Management | 3.00 credits**

This course prepares the student with the theoretical, organizational and operational skills necessary to understand, synthesize and put into action the management philosophies and procedures of the foodservice industry. Students will learn key concepts of creating, developing, managing, and running a foodservice business, from concept to operation.

**Course Competencies:**

**Competency 1:** The student will justify the significance of food and beverage as it relates to the hospitality industry by:

1. Measuring the impact of food, wine, and tourism on destination development
2. Appraising international service styles, cultural etiquette, basic food and wine pairings, and strategic product selection
3. Compiling appropriate food terminology
4. Anticipating current trends in marketing, sales strategies, and social media as relates to the food service industry

**Competency 2:** The student will articulate knowledge of the importance of sanitation and safety by:

1. Testing how sanitation and safety apply to receiving, storing, issuing, preparing, and serving food to the public
2. Assessing the origins of food contamination
3. Simulating proper food safety practices used to keep food safe during the flow of food from vendor to consumer
4. Creating a plan for proper personal hygiene and cleaning and sanitizing all food contact surfaces, utensils, and equipment

**Competency 3:** The student will survey the menu as the foundation of controls in the food service industry by:

1. Assembling the skills relevant to developing, designing, and analyzing the sales menu
2. Demonstrating the importance and use of the proper tools and documents needed to control food and beverage costs and analyze sales
3. Correlating the importance of standardized recipes, food product specifications, portion control, and standard yields
4. Categorizing the connection between menu pricing, labor, and overhead expenses

**Competency 4:** The student will defend the importance of human resources in today's food service industry by:

1. Planning how to develop proper staffing levels for the operation
2. Designing a successful training program and an effective communication system
3. Measuring the importance of managing the operations labor costs
4. Dissecting how staffing directly relates to food service profitability and guest satisfaction

**Competency 5:** The student will predict how guest satisfaction and operational efficiency are enhanced using food service technology by:

1. Comparing point-of-sale, reservation, and back-of-the-house menu management systems
2. Estimating how food service technology impacts purchasing, receiving, inventory, and facility controls pricing
3. Expressing the benefits of technology in mastering purchasing cycle functions, pricing, cost control, and operational controls
4. Anticipating the impact of technology on guest satisfaction

**Learning Outcomes:**

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning

- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Use computer and emerging technologies effectively
- Describe how natural systems function and recognize the impact of humans on the environment