

HOSP-2871: FOOD AND BEVERAGE MANAGEMENT EXPERIENCE

Cuyahoga Community College

Viewing: HOSP-2871 : Food and Beverage Management Experience

Board of Trustees:

January 2023

Academic Term:

Fall 2023

Subject Code

HOSP - Hospitality Management

Course Number:

2871

Title:

Food and Beverage Management Experience

Catalog Description:

On-site observation and work experience in a variety of job areas in food and beverage areas of hospitality industry with emphasis on practice of supervisory skills. Special emphasis on evaluation of student accomplishments and preparedness to enter industry as a career professional. Students will set goals for the field experience as well as participate in an online seminar, submit their portfolio and create a professional personal resume.

Credit Hour(s):

2

Other Hour(s):

15

Other Hour Details:

Field Experience: 15 hours per week for 14 weeks; Includes online seminar; Seminar: 1 hour a week

Requisites

Prerequisite and Corequisite

HOSP-1950 Restaurant/Food Service Management Field Experience, HOSP-2400 Hospitality Management and Supervision or concurrent enrollment, and departmental approval: approved work site.

Outcomes

Course Outcome(s):

Prepare students for post-graduate success in securing and working in the restaurant/foodservice industry.

Objective(s):

1. Attend three seminars concerning interviewing skills, time management, resume preparation, career planning, or networking.
2. Collaborate with workplace supervisor and faculty member to develop at least five work-related goals.
3. Collaborate with faculty member to produce professional resume.
4. Demonstrate ability to apply learned supervisory and management techniques in foodservice operations facility.
5. Function successfully in an approved foodservice/restaurant environment.
6. Review and complete all components of the individual student portfolio.
7. Develop individual career plan and identify specific objectives to reach/meet goals.
8. Utilize property procedures for reporting off, changing schedules, communications about scheduled work period, and attends according to schedule.

Course Outcome(s):

Demonstrate customer service skills to industry standards.

Objective(s):

1. Demonstrate ability to apply learned supervisory and management techniques in foodservice operations facility.
2. Function successfully in an approved foodservice/restaurant environment.
3. Demonstrate the ability to meet and exceed customer expectations in the workplace.

Course Outcome(s):

Conduct yourself professionally and ethically according to industry standards.

Objective(s):

1. Collaborate with workplace supervisor and faculty member to develop at least five work-related goals to be accomplished.
2. Demonstrate ability to apply learned supervisory and management techniques in foodservice operations facility.
3. Experience and practice use of judgment and decision making skills in a foodservice/restaurant setting.
4. Function successfully in an approved foodservice/restaurant environment.
5. Demonstrate the ability to understand the importance of the multi-cultural workforce within the Food and Beverage Management environment.
6. Observe and practice supervisory skills in selected operating departments within a designated hospitality facility.
7. Demonstrate ability to respond appropriately to all levels of the organizational chart.

Course Outcome(s):

Listen, speak, and communicate with team members to achieve customer satisfaction and operational success.

Essential Learning Outcome Mapping:

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

Objective(s):

1. Demonstrate ability to apply learned supervisory and management techniques in foodservice operations facility.
2. Utilize appropriate business communication tools.
3. Demonstrate the ability to understand the importance of the multi-cultural workforce within the food and beverage management environment.

Course Outcome(s):

Apply time management skills.

Objective(s):

1. Attend three seminars concerning interviewing skills, time management, resume preparation, career planning, or networking.
2. Apply effective time management and complete assigned tasks on time.

Course Outcome(s):

Apply principles of quality to daily work tasks.

Objective(s):

1. Collaborate with workplace supervisor and faculty member to develop at least five work-related goals to be accomplished.
2. Demonstrate ability to apply learned supervisory and management techniques in foodservice operations facility.
3. Function successfully in an approved foodservice/restaurant environment.
4. Observe and practice supervisory skills in selected operating departments within a designated hospitality facility.
5. Utilize property procedures for reporting off, changing schedules, communications about scheduled work period, and attends according to schedule.

Course Outcome(s):

Practice decision making skills.

Objective(s):

1. Collaborate with workplace supervisor and faculty member to develop at least five work-related goals to be accomplished.
2. Demonstrate ability to apply learned supervisory and management techniques in foodservice operations facility.

3. Experience and practice use of judgment and decision making skills in a foodservice/restaurant setting.
4. Utilize appropriate judgment in decision-making, and understand correlation of tasks performed to total property mission.

Methods of Evaluation:

- a. Evaluation of participation in work experience
- b. Completion of required hours as recorded in a log
- c. Written reports as outlined
- d. Evaluation of employer
- e. On site evaluation by faculty
- f. Portfolio evaluation

Course Content Outline:

- a. Interviewing and placement in an approved operation
- b. Observing and participating in supervisory activities in chosen placement
- c. Keeping a log of activities
- d. Set work specific goals
- e. Preparing report
 - i. Overview
 - ii. Observation and experiences
 - iii. Evaluation
 - iv. Developing a career plan
 - v. Updating the resume
 - vi. Reviewing seminar topics and speakers

Resources

Boulud, Daniel. *Letters to a Young Chef (Art of Mentoring)*. 2nd. (classic text). Basic Books, 2017.

Meyer, Danny. *Setting the Table: The Transforming Power of Hospitality in Business (classic text)*. Harper, 2008.

Marriott, JW and Kathy Ann Brown. *The Spirit to Serve: Marriott's Way (classic text)*. Harper Collins, 2015.

Ruhlman, Michael. *The Soul of a Chef: The Journey Toward Perfection*. (classic text). Penguin, 2001.

Drucker, Peter. *The Essential Drucker*. Routledge, 2020.

Carroll, Charles. *Leadership Lessons From a Chef: Finding Time to Be Great*. (classic text). Wiley, 2007.

Achatz, Grant. *Life, on the Line: A Chef's Story of Chasing Greatness, Facing Death, and Redefining the Way We Eat*. (classic text). Avery Press, 2012.

Ripert, Eric and Christine Muhlke. *On the Line*. (classic text). Artisan Press, 2008.

Brown, Douglas Robert. *The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation*. 5th. ed. (classic text). Atlantic Publishing Group, 2019.

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