

MODULE: PRINCIPLES OF HOSPITALITY OPERATIONS

CODE BAIHM-1-2-09
Stage: 1
Theme: Managing Hospitality Operations
Number of credits 4 semester credits / 6 quarter units

INTRODUCTION

Fundamental operational and technical skills are the basis of this module, which will introduce students to essential technical and operational skills required for the hospitality industry. These operational skills provide the student with a foundation on which to build their knowledge and skills. The module provides a focus on service operations such as food and beverages, accommodation and health & safety issues relevant to hospitality service providers.

AIMS

- To provide students with operational skills that will aid their understanding and application of such skills within the hospitality industry.
- To enable students to acquire the skills and knowledge from the operational function that will assist them in their understanding of operational management of hospitality organisations.
- To ensure students have a clear understanding of the necessary Health and Safety issues that are a necessary requirement for the key operational functions within the hospitality industry.

LEARNING OUTCOMES

On completion of this module successful students will be able to:

- Demonstrate the essential practical skills required within the food and beverage, accommodation sectors of a hospitality operation.
- Evaluate the necessary health and safety regulations that are a necessary requirement of the hospitality manager.
- Define how these essential operational skills will assist the student in their own critical assessment of the operational aspects of the hospitality industry.

SYLLABUS

Food Service

- Introduction to Kitchen Equipment Identification. Design and kitchen design
- Food Service Procedures: Preparing for service. Meeting, Greeting and Seating of guests. Presentation of menu, clear and accurate order taking. Serving of meal. Sequence of service. Presentation skills.

- Menu Product Knowledge: Different styles of menu – A la Carte, Table d’hote, banqueting. Knowledge of physical make up of menu items and their accompaniments. A glossary of food service terminology.
- Food Service Techniques: The different styles of service e.g. Plate, Silver Service, and Room Service.
- Customer Relations: Handling enquires, complaints and awkward customers. Dealing with people with special needs.
- Sales Promotion: Maximising sales in a professional and effective manner.

Beverage Service

- Equipment Identification: Introduction to the essential equipment items used in the service of beverages. Draught dispense equipment. Spirit and liqueur service equipment. Glass care and ice making equipment. Cocktail equipment.
- Product Knowledge: Introduction to beers, spirits, liqueurs, wines and non-alcoholic beverages.
- Beverage Service Skills: The correct procedures for the service of draught/bottled beer, spirits and liqueurs, wines and non-alcoholic beverages. Styles of service: Counter and table service.

Accommodation Service

- Equipment Identification: Introduction to cleaning equipment and practices
- Servicing of Bedrooms: How to service a departure/occupied room using correct work procedures
- Servicing of Public Areas: How to apply correct work procedures in order to minimise inconvenience to the guests/general public
- Room Service: Correct procedures for the preparation and service food and beverages to bed and conference rooms.

Health and Safety

- Health and Safety Statement: The responsibilities it imposes on you and your employer.
- Fire Prevention and Equipment: Identification and correct use of fire prevention equipment. Fire evacuation procedures.
- Accident Prevention: Types of accidents and their causes, safe handling of knives, prevention of burns and scalds and of hazards that cause injury.
- Manual Handling: Instruction on the correct procedure for the safe lifting and moving of heavy objects. Rules and procedures for manual handling.
- Chemical and Detergent Use: Correct identification and use of chemicals and detergents.
- Food Safety: a programme specifically directed to food handlers. The outline of this programme: Food Hygiene and its importance, Food Contamination, Food Delivery and Storage, Food Preparation, Food Hygiene, Design and Layout of a Food Premises, Cleaning Schedules and an Introduction to Hazard Analysis and Critical Control Points (HACCP).

WORKLOAD

Contact:	30 hours
Directed Learning:	45 hours
Independent Learning Time:	45 hours

Total	120 hours
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