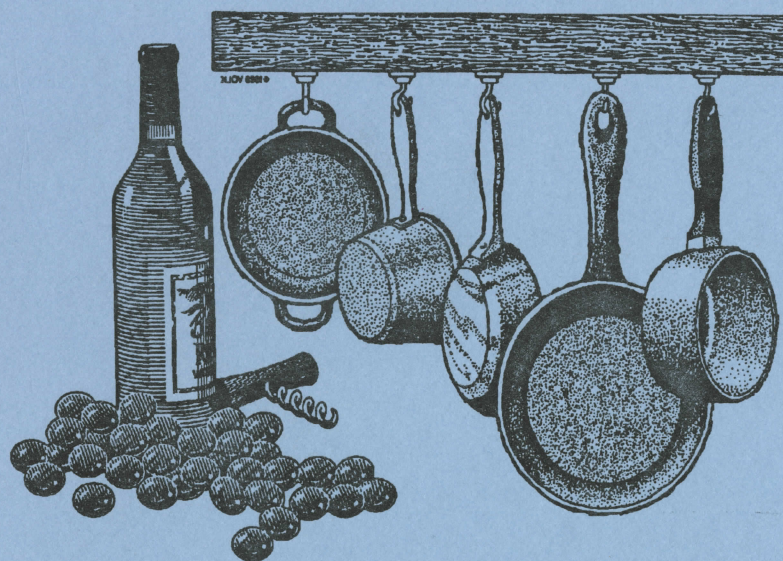


**CARIBOO COLLEGE**

**FOOD AND BEVERAGE MANAGEMENT PROGRAM**



**A NEW COURSE**

**OFFERED BY THE**

**TOURISM AND RECREATION MANAGEMENT DEPARTMENT**

Prepared By Philip Schettini  
December 6, 1989



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## **Preface**

This booklet is intended as a program content overview for:

- \* **Prospective students.**
- \* **Students in the Food and Beverage Management Program.**
- \* **Graduating students who wish to convey the content of their recently completed program to an employer.**
- \* **Employers in the Tourism and Hospitality Industry who have positions for personnel with supervisory skills.**
- \* **Industry Advisory Committees, Educational Advisory Committees or other groups to use as a basis for future review or changes.**
- \* **Counsellors in College, School or other public or private institutions where vocational counselling takes place.**



## **Food and Beverage Management**

The Food and Beverage Management Program forms part of the Tourism and Recreation Management Department.

### **Program Introduction**

Each year British Columbia entertains hundreds and thousands of people - some on business trips, others in search of relaxation and pleasure.

Food and Beverage operations are a major part of the Hospitality Industry, which in turn is one of the largest sectors in Tourism. This sector will require, far more trained personnel over the foreseeable future, to work in and run, not only the various styles of operations that presently exist but also the new operations that are currently being planned for this province.

This need becomes even more apparent when one realises that tourism is currently British Columbia's second largest industry. It is estimated that within a few years tourism will be Canada's number one industry. British Columbia alone will have an estimated 30,000 new tourism jobs on top of the estimated 180,000 jobs that currently exist in the peak of the season.

According to the B.C. Ministry of Tourism, British Columbia is now the third largest recipient of tourists in all the States and Provinces of North America with only California and Florida entertaining more guests each year.

Added to the increasing numbers of new people into this tourist region are the large numbers of people who live and work in this community who have equal, but regular demands of comfort, service and quality to make their stay, no matter how brief within a Restaurant, Lounge, or Bar, enjoyable.

An interesting point that has been made is that more and more local people are travelling more widely themselves. Consequently they have had a chance to experience different styles and qualities of service from around the world, they are then bringing these new demands on local Food and Beverage Operators.

These patterns, along with changing food trends are creating daily challenges to operators of food and beverage outlets. It is therefore, essential for establishments that not only wish to survive but wish to stay competitive (and even be in front of the pack) to have more professionally trained staff.



## **Food and Beverage Management Program Proposal**

As has been pointed out, it is now recognised that with the expansion in tourism and with the knowledge that people are eating out more and more there will be a greater demand for trained personnel who are capable of supervising staff and managing Food and Beverage operations.

To maintain and even improve our domestic and international competitive edge, we need a well trained and professional work force. The Tourism and Hospitality programs at Cariboo College address these concerns.

The Tourism Programs offered here are recognised provincially. Cariboo College is working very closely with the Ministry of Advanced Education and Job Training, the Ministry of Tourism, other colleges and institutes in British Columbia and with the Pacific Rim Institute of Tourism. Cariboo College is already being known as a leader in Tourism Training.

### **The American Hotel and Motel Association**

The Tourism and Hospitality Management Department at Cariboo College is also working with the internationally recognised American Hotel and Motel Association and will be using much of their material and evaluation systems in the Food and Beverage Management Program. This Partnership will entitle successful graduates to receive international recognition and certification from the United States as well as from Cariboo College.

This will assist those people who wish to be mobile to find employment with certification that is easily recognised, across North America and also in many part of the world.

Progressive, innovative instructors with experience in the tourism industry, make this program appealing to people working in Food and Beverage related businesses, or for anyone seeking career opportunities in this field.

### **Employment Opportunities**

The future for tourism and those employed in it are exciting. There will be a demand in the years to come for qualified personnel simply because of the rapid increase in size of the industry. It is inevitable that the qualified front line worker of today will be the manager of tomorrow.

This program is designed to give those people the management skills this industry is demanding.



## **Tourism and Recreation Management Department**

### **This Course Is Designed For:**

People who have experience working in the Hospitality Industry, in a Restaurant, Kitchen, Lounge or Bar and are seeking upgrading with a view to reaching a supervisory or Management position within a sector of the ever growing Hospitality Industry.

or

For people who are already in a supervisory position in the Hospitality Industry and who wish to gain a greater understanding of how to manage their operations more effectively. This program will also be beneficial for those supervisors who wish to formalise their knowledge in Food and Beverage management.

or

For people who are interested in finding employment in the field of Food and Beverage Operations.

It must be pointed out, however, that people who take this course without prior experience in this field may have difficulty with some of the concepts that are discussed in class and may be required to participate in extra curricular activities to overcome these difficulties.

It is also important to note that people who complete this program and who do not have any experience in the Hospitality Industry can not expect to find a Supervisory or Management position directly at the completion of this course without first working in a front line position in a Food and Beverage Operation. In other words, it would be essential for any graduate to have experience, by being in direct contact with guests, before they can expect to become a supervisor.



## **Food and Beverage Management Program Proposal**

### **Program Overview**

#### **Purpose**

This program is designed for the practical training in management skills of supervisory and potential supervisory personnel within the Food and Beverage industry.

#### **Length of Program**

The complete program requires 240 hours of class time which is broken down into five courses. Four of the courses are 45 hours in length, the Food Production Principles which includes Foodsafe I and II is 60 hours in length. All of these courses are broken down into three hour blocks so that people who are currently employed in the Hospitality Industry can access this program.

Please review a class schedule to further understand how the program works.

See Appendix A

#### **Admission Requirements**

Please refer to the General Information section of the Cariboo College Calendar for the statement of admission policy at Cariboo College.

You are suited for this program if you match the following profile:

1. B.C. Grade 12 or equivalent or Mature Student status.
2. You can demonstrate:
  - a. at least 1500 hours of work experience within the tourism industry, or
  - b. at least 500 hours plus relevant training from an accredited educational institute, or
  - c. be currently employed in a supervisory capacity in a tourism related occupation. Preferably within a Food and Beverage operation, or
  - d. you can provide a letter from an employer or supervisor requesting that you take this course.
3. You have participated in an orientation session with the Tourism Department.

Please contact the Tourism Department at 828-5362.



## **Tourism and Recreation Management Department**

### **Exemptions**

Exemptions to the admissions requirements may be granted by the chairperson of the Tourism and Recreation Management Department after an orientation session has taken place with the prospective candidate. The exemption policy will be based upon the candidates understanding of the industry and how they feel they will be able to advance to a supervisory position within the Food and Beverage Industry.

### **Prerequisites**

There are no prerequisites to this program.

However it is suggested that students complete the Tourism Supervisory Development Program first as the Pacific Rim Institute of Tourism is developing a Provincially recognised certification program. This process is currently being developed and will, in all probability, require any person who wishes to achieve provincial recognition and certification to successfully complete both the Tourism Supervisory Development Program and an area of speciality, such as the Food and Beverage Management Program and have at least two years full time experience working in a Tourism operation before they are allowed to sit provincial examinations.

### **Recommended Characteristics**

1. Ability to communicate in both verbal and written english.
2. Have good communication and interpersonal skills.
3. Some practical working experience within the Hospitality Industry.
4. A strong desire to advance to a supervisory position within the Hospital Industry.

### **Activities and Design**

The Food and Beverage Management Program is designed to cover specific areas of study in order that the student, upon completion of all courses will have acquired the skills and knowledge necessary to:

Advance to a supervisory position in a Food and Beverage Operation.

The program is intensive and students build up their skills through practical experience, case studies, role plays, projects and presentations, films, and guest lecturers.



## **Food and Beverage Management Program Proposal**

While the majority of work is done during class hours, students must be prepared to devote additional time to projects outside of class hours.

### **Field Trips**

The program may also include one or two field trips to a Winery, a Brewery and perhaps a fine restaurant so that students can better understand some of the concepts discussed in class. While costs will be kept to a minimum, students should expect to contribute to the overall cost of the field trip.

### **Program Development**

This program has been developed with the consultation of the Ministry of Advanced Education and Job Training, the Ministry of Tourism, other colleges, universities and institutes, the American Hotel and Motel Association, members of a local Advisory Committee and business operators not only in the High Country and Cariboo regions but also throughout British Columbia.

### **Evaluation**

An evaluation of the learning progress of each student is prepared by the instructors. This evaluation is by theory examination, case studies, projects assignments, and/or assessment of field studies.

### **Grading**

Grading will be on the following basis:

90 - 100%	-	A+
85 - 89%	-	A
80 - 84%	-	A-
75 - 79%	-	B+
70 - 74%	-	B
65 - 69%	-	B-
60 - 64%	-	C+

Successful completion of the program requires a pass mark of:

**70% B or better**

in each of the five Food and Beverage Management courses.



**Courses - Hours and Credit Information**

<b>Courses</b>	<b>Titles</b>	<b>Hours</b>	<b>Credits</b>
Tour 201	Principles of Food and Beverage Management	45	3
Tour 202	Food Production Principles To Include Foodsafe Levels I and II	60	4
Tour 203	Food and Beverage Service	45	3
Tour 204	Bar Supervision	45	3
Tour 205	Food and Beverage Controls	<u>45</u>	<u>3</u>
	Program Total	240	16

**Transferability of Courses**

**Between**

**The Food and Beverage Management Program  
and  
The American Hotel and Motel Association Courses**

TOUR 201 corresponds with AHMA #241  
TOUR 202 corresponds with AHMA #344  
TOUR 203 corresponds with AHMA #348  
TOUR 205 corresponds with AHMA #465



## Food and Beverage Management Program Proposal

### Text Requirements

Course	Book Title	Approximate Cost
Tour 201	Ninemeier, <i>Principles of Food and Beverage</i> , plus study guide.	\$ 65.00
Tour 202	Gisslen, <i>Professional Cooking</i> , plus study guide.	\$105.00
Tour 203	Rey & Wieland, <i>Managing Service</i> , plus study guide.	\$ 65.00
Tour 204	No text.	
Tour 205	Ninemeler, <i>Planning and Control</i> , plus study guide.	\$65.00
Total approximate costs		<hr/> \$300.00

All Texts Are Available in the Cariboo College Bookstore.



**Course Outlines**

**CARIBOO COLLEGE**  
**Department of Tourism and Recreation Management**  
**Principles of Food and Beverage Management**

**COURSE: TOUR 201**

**INSTRUCTOR: Philip Schettini**

**SEMESTER: Winter and Spring, 1990**

**OFFICE NUMBER: O-205**

**Course Description:**

This course looks at some of the challenges faced by supervisors in the hospitality industry. Students will study a number of management philosophies in the food service industry as well as customer expectations and satisfying those expectations. Students will look at career paths and the future of the food service industry. They will also study food service marketing, menu planning, nutrition and sanitation as well as food service safety. This course also offers practical help in skills of purchasing, receiving and storing products and will also introduce the topics of beverage service and financial management practices.

**Course Objectives:**

At the completion of this course students should be able to:

1. Discuss the role of the food service manager, the objectives of quantity food service operations, and the scope and structure of the food service industry today.
2. Identify required positions in and organization charts of food service operations.
3. Define the management process, detailing each function required to manage effectively.
4. Demonstrate an understanding of effective marketing principles and of the advantages and disadvantages of various advertising media.
5. Explain the role of the menu as a marketing tool and how it affects operating needs.
6. Standardize the precast recipes.
7. Summarize the importance of nutritional concerns.



## Food and Beverage Management Program Proposal

### Course Objectives continued:

8. Describe the conditions that cause food to become unsafe.
9. Demonstrate the importance of sound sanitation and safety programs.
10. Organize the dining room for effective service.
11. Define the terms and principles used in product purchasing, receiving, storage, issuing, and production.
12. Detail procedures to effectively control the sale of beverages.
13. Display an understanding of managerial accounting practices and their various financial uses.
14. Specify factors affecting facilities design, space allocation, and equipment selection.

### Schedule/Organization:

See schedule - Appendix A

Rooms: P605 and P609

### Required Texts:

Ninemeier, *Principles of Food and Beverage*. with Study Guide.

### Course Evaluation:

The student must complete sixteen basic, self-scoring review quizzes and four progress tests.

Midcourse evaluation	40
Final examination	60
	<hr/>
Total	100

Students must attain a course mark of 70% in order to successfully complete this course.

Students must also be able to attain a mark of 69% or better in the A.H.M.A. final exam in order to qualify for American certification.



**CARIBOO COLLEGE**  
**Department of Tourism and Recreation Management**

**Food Production Principles**

**COURSE:** TOUR 202

**INSTRUCTOR:** Philip Schettini

**SEMESTER:** Winter and Spring, 1990

**OFFICE NUMBER:** O-205

**Course Description:**

This course explains the techniques and procedures of quality and quantity food production, providing the principles underlying the selection, composition, and preparation of the major food products. Includes an extensive set of basic and more complex recipes for practice purposes.

This course will also include Levels I and II of the Foodsafe, Sanitation program.

**Course Objectives:**

1. Explain basic background information about the food service industry, kitchen operation, food-borne illness prevention, and the safe usage of various types of food service equipment.
2. Describe the purpose of recipes and how to use them, menu construction and functions, and nutrition principles.
3. Demonstrate cooking methods and portion control techniques.
4. Describe the preparation of stocks, sauces, and soups.
5. Discuss procedures for selecting, cooking, and handling meat and poultry products.
6. Explain how to cook meat and follow recipes using cooked meats.
7. Outline basic procedures for preparing dressings and stuffings and follow recipes using cooked poultry.
8. Categorize and explain how to handle, cook, and store fish.



## **Food and Beverage Management Program Proposal**

### **Course Objectives continued:**

9. Practice nutritious handling and cooking of vegetables in order to meet defined quality standards.
10. Describe the preparation of potatoes, rice, pasta, and dumplings.
11. Prepare, arrange, and present salads, salad dressings, and sandwiches.
12. Explain procedures for handling and preparing breakfast foods, the fundamentals of plating and garnishing food products, and the basic principles of cold food presentation and buffet service.
13. Discuss baking principles and production methods.
14. Identify cake- and cookie-making procedures.
15. Describe the preparation and assembly of pies.
16. Describe the techniques for making desserts.
17. Describe the conditions that allow microorganisms to survive and grow.
18. Describe how food can become contaminated in a food service operation.
19. Demonstrate the human link in the chain of transmission of foodborne diseases.
20. Discuss elements of good personal hygiene, and the need for sanitary practices in the serving and dispensing of food.
21. Identify which foods are classified as potentially hazardous and understand the importance of time and temperature to the multiplication of microorganisms causing foodborne illness.
22. Describe proper washing and sanitizing procedures.
23. Identify ways in preventing insects and rodents infestations.
24. Understand the role of the Public Health Inspector.

### **Schedule/Organization:**

See Schedule - Appendix A

Rooms: P605 and P609 (We will also use the college kitchens)



## Tourism and Recreation Management Department

### Required Texts:

Gisslen, *Professional Cooking*, (2nd Edition), with study guide.

### Course Evaluation:

The student must complete sixteen basic, self-scoring review quizzes and four progress tests.

Food Safe Level I	15
Food Safe Level II	15
Midcourse evaluation	30
Final examination	40
	<hr/>
Total	100

Students must attain a course mark of 70% in order to successfully complete this course.

Students must be able to attain a mark of 69% or better in the A.H.M.A. final exam in order to qualify for American certification.

Students must also attain a mark of 70% or better in each of the two Foodsafe programs.



**CARIBOO COLLEGE**  
**Department of Tourism and Recreation Management**

**Food and Beverage Service**

**COURSE: TOUR 203**

**INSTRUCTOR: Philip Schettini**

**SEMESTER: Winter and Spring, 1990**

**OFFICE NUMBER: O-205**

**Course Description:**

This course provides students with practical skills and knowledge for effective management of food and beverage service in outlets ranging from cafeterias and coffee shops to room service, banquet areas, and high-check-average dining rooms. Presents basic service principles while emphasizing the special needs of guests.

**Course Objectives:**

At the completion of this course, students should be able to:

1. Identify the job responsibilities and personal requirements of a dining service manager.
2. Detail procedures for effective employee recruitment and selection as well as strategies for orientation, training, and evaluation.
3. Identify and discuss the various types of food production systems.
4. Analyze the effects a menu may have on dining service needs and plan basic types of menus for a variety of food service outlets.
5. Set par inventory levels for dinnerware, glassware, flatware, uniforms, and linens, and know what factors to consider when purchasing these items for use in a specific property.
6. Outline the receiving, storing, and issuing process.
7. Compare the four basic service styles and identify the advantages and disadvantages of each method.



## **Tourism and Recreation Management Department**

### **Course Objectives continued:**

8. Forecast food sales and explain how this information may be used in managing other aspects of a dining service operation.
9. Develop a staffing guide that controls labor costs.
10. Design efficient income control procedures for service personnel.
11. List typical job titles and responsibilities of food and beverage service personnel.
12. Summarize typical service procedures and suggestive selling techniques for coffee shops, room service, dining rooms, bars, and lounges, and note the special concerns of each type of operation.
13. Know the basic type of reservation systems and how to handle reservation problems.
14. Demonstrate a basic knowledge of organizing banquet service for several business markets.
15. Conduct a feasibility study to assess the impact of a proposed entertainment package, and know what service procedures to use when such entertainment is provided.
16. Select an appropriate employee dining service arrangement based on the service's advantages and disadvantages to a property.
17. Demonstrate the basic procedures for opening and serving wine.
18. Describe and demonstrate the importance of sound sanitation, accident prevention, and emergency procedures.
19. Identify measures for preventing and minimizing loss from theft.
20. Plan a cost-effective dining service area which is appealing, safe, and sanitary for guests and employees, and know the routine and preventive measures for maintaining the area.

### **Schedule/Organization:**

See Schedule - Appendix A

Rooms: P605 and P609 (We will also use the College Dining Room).

### **Required Texts:**

Rey and Wieland, *Managing Service in Food and Beverage Operations*, with study guide.



## Food and Beverage Management Program Proposal

### Course Evaluation:

The student must complete thirteen basic, self-scoring review quizzes and four progress tests.

Midcourse evaluation	40
Final examination	60
	<hr/>
Total	100

Students must attain a course mark of 70% in order to successfully complete this course.

Students must be able to attain a mark of 69% or better in the A.H.M.A. final exam in order to qualify for American certification.



**CARIBOO COLLEGE**  
**Department of Tourism and Recreation Management**

**Bar Supervision**

**COURSE: TOUR 204**

**INSTRUCTOR: Philip Schettini**

**SEMESTER: Winter and Spring, 1990**

**OFFICE NUMBER: O-205**

**Course Description:**

The food and beverage supervisor is responsible for managing bar operations and supervising bar personnel. He/she must have a good understanding of the Liquor Control and Licensing Act and other regulations, the operation and maintenance of the bar, knowledge of the products, knowledge of inventory and internal control systems, and an understanding of in-house merchandising. He/she must also have completed the required Responsible Beverage Licensee course.

The class will consist of lectures, discussions, role playing, demonstrations and lab sessions. Students should be taken to a beverage operation for demonstration of equipment maintenance and cleaning. A field trip to a winery or brewery would be beneficial at some time during the bar supervision program. A breathalyser demonstration may also be included.

**Course Objectives:**

At the completion of this course students should be able to:

1. Comply with British Columbia Liquor Control and Licensing Act. The student should be able to:
  - a. identify the various types of licenses and give a brief explanation of each.
  - b. describe application procedure for obtaining a liquor license.
  - c. identify rules regarding minors in a liquor operation.
  - d. describe off sale procedures.
  - e. identify regulations regarding pricing all alcoholic beverages.
  - f. discuss the role of the liquor inspector, and the police walk-through program.
  - g. describe guest identification procedures.



## **Food and Beverage Management Program Proposal**

### **Course Objectives continued:**

2. Identify all relevant statutory laws governing the service of alcoholic beverages and affecting the responsibility borne by the licensee and the server of alcohol. The student should also be able to:
  - a. describe third party liability.
  - b. describe common law liability.
  - c. describe Designated Driver Programs - eg. D.W.I., Hiram Walker, I.C.B.C.
  - d. Discuss the Occupiers Liability Act and all relevant statutory laws governing the service of alcohol and their implications for the bar supervisor's responsibilities.
3. Describe about the effects of alcohol consumption on the human body. The student should be able to:
  - a. describe the relationship between blood alcohol, the amount of alcohol consumed and the rate of consumption.
  - b. discuss the legal definition of impairment and intoxication.
  - c. identify the four major factors that affect blood alcohol levels.
  - d. identify ways of preventing a person from becoming intoxicated.
4. Recognise symptoms of intoxication and handle guests appropriately. The student will be able to:
  - a. identify ways of monitoring alcohol consumption.
  - b. describe the "standard drink/hour" concept and it's implication for rate of service.
  - c. describe behavioral warning signs in an individual who is becoming intoxicated.
  - d. describe ways to intervene and deal with an intoxicated person.
5. Discuss bar layout, set up and service. The student should be able to:
  - a. identify glassware, accessories and equipment.
  - b. discuss placement of accessories.
  - c. discuss positioning of fixed equipment for efficient operation and service.
  - d. identify specific parts of the interior bar.
  - e. identify the types of bars (service, stand up, banquet).
  - f. describe opening and closing duties.
6. Describe the operation and maintenance of: 1) liquor and mix dispensers; 2) glass washers; 3) draft systems; 4) ice machines. The student should be able to:
  - a. State the procedures for checking and replenishing the liquor dispenser as outline in the operation manual.
  - b. describe correct operation and maintenance of glass washer.
  - c. describe procedures for checking, operating, maintaining and cleaning a draft beer system.
  - d. state procedure for checking ice machine as outlined in the operator's manual.



## Tourism and Recreation Management Department

### Course Objectives continued:

7. Discuss the classifications of alcoholic beverages. The student should be able to:
  - a. discuss the difference between distilled and fermented alcoholic beverages.
  - b. define and describe beers and ciders.
  - c. discuss the two different processes of distillation.
  - d. explain the difference between the patent still and the pot still method of making alcoholic beverages.
  - e. describe how liqueurs are made.
8. Demonstrate knowledge of wines and champagnes. The student should be able to:
  - a. identify the different processes by which the 4 types of wines are made - still, effervescent, fortified, fruit (miscellaneous).
  - b. identify the major wine regions of the world: European, New World, and Canadian wine regions.
  - c. Describe the major differences, including regulations, between British Columbia's commercial and estate wineries.
  - d. Interpret wine labels.
  - e. Describe proper storage, serving and presentation of the four classifications of wine.
9. Describe methods of making drinks. The student should be able to:
  - a. identify the four main methods of preparing cocktails.
  - b. describe preparation of:
    - i. a "stir" cocktail e.g. martini.
    - ii. a "built" cocktail e.g. rusty nail.
    - iii. a "shake" cocktail e.g. margarita.
    - iv. a "blend" cocktail e.g. chi chi.
  - c. describe the technique of measuring and pouring drinks.
  - d. discuss the need for standardized recipes.
  - e. describe alcoholic and non alcoholic punches and drinks.
  - f. discuss the need to serve drinks attractively.
  - g. discuss basic mixology principles.
10. Discuss managing and supervising of bar personnel. (This material is covered extensively in the core courses. Review and direct application to bar operations will provide a useful grounding of the information. The student should be able to:
  - a. prepare job descriptions for bar staff and work schedules.
  - b. identify interviewing technique for hiring, promoting and dismissing.
  - c. develop and implement a staff training program.
  - d. interpret and apply union contracts.
  - e. exhibit management leadership e.g. conduct a training session.
  - f. monitor and evaluate employee performance.
  - g. describe payroll procedures.
  - h. discuss a labour cost percentage.



## **Food and Beverage Management Program Proposal**

### **Course Objectives continued:**

11. Establish purchasing guidelines. The student should be able to:
  - a. determine the need for purchasing: glassware, bar accessories, and bar equipment.
  - b. identify ordering procedures for liquor and the economics of these procedures (inventory/turnover).
12. Describe and practice inventory control procedures. The student should be able to:
  - a. determine and maintain a par stock.
  - b. discuss perpetual inventory systems.
  - c. describe proper receiving procedures.
  - d. identify measuring systems of recording liquor (sight, scale, metric).
  - e. describe and interpret bar costs and percentages.
  - f. establish a liquor cost percentage.
13. Develop and conduct an in-house marketing/merchandising program. The student should be able to:
  - a. describe various liquor menus and their importance as sales tools.
  - b. identify beverage merchandising techniques.
  - c. develop a liquor promotion strategy.
  - d. describe a sales incentive plan.
  - e. discuss the importance of liquor representatives.
  - f. identify recent North American trends in beverage sales and how to market them in an operation.
  - g. discuss suggestive selling techniques appropriate to the occasion or food served.
  - h. discuss government regulations regarding the pricing and advertising of alcoholic beverages.
  - i. discuss the pricing techniques for merchandising wines and spirits.
  - j. discuss concerns regarding complementary drinks.
14. Discuss internal control systems and security systems for bar operations. The student should be able to:
  - a. describe principles of food and beverage controls as they apply to bar operations.
  - b. identify and discuss areas of an internal control system.
  - c. analyze and interpret financial statements for bar operations.
  - d. discuss internal security system.
  - e. discuss electronic cash registers and computers.

### **Class Schedule:**

See schedule - Appendix A  
Rooms: P605 and P609



## Tourism and Recreation Management Department

### Required Texts:

Text is under review.

### Resource Materials

1. Dining and Wining Intelligently Program - Restaurant and Food Service Association of British Columbia.
2. Designated Driver Program - Hiram Walker.
3. "Serving Alcohol With Care" - Video and American Hotel and Motel Association  
"Manual for Servers" - Manual for Instructors.
4. "The Wine Course" - Open Learning Agency.
5. *Grossman's Guide to Wines, Beers and Spirits* (6th edition). Harold J. Grossman, Charles Scribner's Sons: New York, 1977.
6. *The World of Wines, Spirits and Beers*. H. Berberoglu, Kendall-Hunt: Dubuque Iowa, 1984.
7. *Food and Beverage Cost Control* - by Mike Coltman.
8. "Responsible Beverage Service Program" (handouts) - Liquor control and Licensing Board.
9. *Planning and Control for Food and Beverage Operations* (2nd ed.) - by Jack D. Ninemeier, AMHA.
10. *The Indispensable Drink Book*. Nan Nordstrand Reinhold Co., 1981.
11. *B.C. Wine* - by Alex Nickel.
12. *Canadian Wines* - by John Schreiner.

### Time Allocation:

Objectives(s)	Time Allocation
1 - 4	6 hours
5 - 6	3 hours
7	3 hours
8	6 hours
9	6 hours
10	6 hours
11 - 12	6 hours
13	6 hours
14	6 hours
Total	45 hours



## Food and Beverage Management Program Proposal

### Course Evaluation:

#### Distribution of marks:

Assignment	60
Class Participation	5
Final exam	35

Students must attain a course mark of at least 70% in order to successfully complete this course.

### Assignments:

Assignments comprise a major portion of the final mark (50% - 60%). Assignments might be focused in three main areas: costing, labour, and wines.

#### Possible Assignments:

##### Costing

1. Cost out a bar menu complete with a forecast of anticipated sales.
2. Develop an operating budget for current workplace or a place you might theoretically own.
3. Prepare an in-house merchandising/marketing program.
4. Compare three successful operations.

##### Wines

1. Design a wine menu for a chosen operation, the wine menu must complement the food menu.
2. Write a short research paper on wine making, wine regions, wine tasting, wine lists, and choosing wines to complement the food menu.

##### Labour

1. Prepare job descriptions and a house manual for new employees.



**CARIBOO COLLEGE**  
**Department of Tourism and Recreation Management**

**Food and Beverage Controls**

**COURSE:** TOUR 205

**INSTRUCTOR:** Philip Schettini

**SEMESTER:** Winter and Spring, 1990

**OFFICE NUMBER:** O-205

**Course Description:**

This course covers the principles and procedures involved in an effective food and beverage control system, including standards determination, the operating budget, income and cost control, menu pricing, and computer applications. An appendix on computer essentials is included for those not familiar with computers.

**Course Objectives:**

Upon completion of this course students should be able to:

1. Define "control" and recognize its importance in the management system.
2. Explain the purposes and applications of standard costs and the uses of standard cost tools.
3. Describe the role of budget standards in planning and control and understand the concept of profit as a cost.
4. Identify and explain three methods for estimating allowable food and beverage costs based on forecasted sales levels.
5. Describe an electronic spreadsheet and explain its usefulness to the budgeting process.
6. Recognize the menu's importance as both a control tool and marketing tool.
7. Perform menu engineering analysis and make menu revisions that reflect the results.
8. Contrast subjective and objective methods of menu pricing and incorporate profit requirements in menu prices.



## Food and Beverage Management Program Proposal

### Course Objectives continued:

9. Present principles and procedures important in controlling the purchasing and receiving processes and recognize the need to incorporate quality requirements in purchasing and receiving activities.
10. Identify the goals of effective storage and issuing controls, describe physical and perpetual inventory systems, and recognize why records of items in storage must be kept.
11. Forecast production needs based on sales history records and time series analysis.
12. Discuss the importance of standard recipes (including computerized standard recipes) as production tools, and justify production planning time.
13. Recognize the importance of the guest, the server-guest relationship, and the principles of good service.
14. Describe the role of a precheck register in production and serving control systems.
15. Explain the basic formula for calculating cost of sales and identify sources of information for each component of the formula.
16. Provide an overview of the role of analysis, corrective action, and evaluation in the control process.
17. Review factors that affect work performance and examine the labor control process from the employee's perspective.
18. Describe how analysis, corrective action, and evaluation are used in the labor control process to reconcile staffing and budgeting concerns.

### Schedule/Organization:

See schedule - Appendix A

Rooms: P605 and P609

### Required Texts:

Ninemeier, *Planning and Control for Food and Beverage Operations*, (2nd edition), with study guide.



## Tourism and Recreation Management Department

### Course Evaluation:

The student must complete twelve basic, self-scoring review quizzes and four progress tests.

Midcourse evaluation	40
Final examination	60
Total	<hr/> 100

Students must attain a course mark of 70% in order to successfully complete this course.

Students must be able to attain a mark of 69% or better in the A.H.M.A. final exam in order to qualify for American certification.



**Appendix A**

**Tourism and Hospitality Management Programs**

**Food and Beverage Management**

Course Number	Course Name	Day	Time	Dates
TOUR 202	Food Safe Level I	M	8:30-11:30	Feb 5, 12, 19
TOUR 202	Food Production Principles	M-T	6:00- 9:00	Feb 26 - June 19
TOUR 203	Food and Beverage Service	M-T	6:00- 9:00	Feb 26 - June 19
TOUR 201	Principles of Food and Beverage Management	T-W-R W-R	8:30-11:30 8:30-11:30	Feb 6 - 22 Feb 28 - Mar 15
TOUR 204	Bar Supervision	W-R	8:30-11:30	Mar 21 - May 3, and April 17
TOUR 205	Food and Beverage Controls	W-R	8:30-11:30	May 9 - June 21, and May 22
TOUR 202	Food Safe Level II	M-T-W	8:30-11:30	June 25, 26, 27



## Appendix B

### Tourism and Hospitality Management Department

#### Program Costs

#### Food and Beverage Management

##### Tuition

Four of the Food and Beverage Management courses are 45 hours in length. The fifth, Food Production Principles includes the FoodSafe Program and is 50 hours in length.

Fifteen hours of class tuition is worth one credit within this college system.

Each credit will cost \$26.00.

There are a total of 16 credits for the Food and Beverage Management Program.

Therefore the total tuition costs of the Food and Beverage Management Program:

TOUR 201 - TOUR 205 is	\$416.00
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#### Additional Charges

College Activity Fees =	\$ 12.00
Building Levy =	\$ 16.00
Students' Society Fees =	\$ 15.75

#### Text Books

Texts expected to cost approximately =	<u>\$290.00</u>
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Total Approximate Costs	<u>\$749.75</u>
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Additional funds should be allowed for pens, pencils, writing pads, binders, and other stationary supplies. As well as any field trip costs.



