



Griffith College Dublin

Faculty of Business
Module Descriptions Spring 2013

Course: BA (Hons) International Hospitality Management

Hospitality Operations 2

Intended Module Learning Outcomes

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

1. Describe the various types of food service procedures used in the international food and beverage sector
2. Identify and describe a range of culinary and beverage terms in line with professional food and beverage preparation and service
3. Explain the different food and beverage service techniques used in professional food and beverage service
4. Examine the various customer relations and sales techniques appropriate to the international hospitality industry.
5. Demonstrate the key food and beverage service procedures and product knowledge required by hospitality professionals
6. Co-ordinate a series of activities to meet the service delivery sequence in a food and beverage operation
7. Perform customer service skills in line with professional practice
8. Communicate effectively in a service environment in order to promote and sell the product/service.

Module Objectives

This module focuses on practical beverage training including health and safety issues relevant to the International Hospitality sector.

It gives the learners the opportunity to acquire knowledge that will assist them during the industry placement and also their future careers.

The module aims:

- To provide learners with essential operational skills that are necessary for functioning in the food and beverage sector of the hospitality industry.
- To enable learners to acquire the skills and knowledge from the operational function that will assist them in their understanding of operational management of food and beverage functions
- To advance students understanding of health and safety issues both operationally and statutorily within the hospitality industry.

Module Curriculum

This module focuses on health and safety issues and food production skills relevant to the International Hospitality sector. It introduces the students to the fundamental principles of health and safety practices within a hospitality context.

It gives the students the opportunity to acquire knowledge that will assist them during the industry placement and also their future careers. It also introduces them to the principles of food production in a practically oriented training environment.

The Food Service Industry

- Types of foodservice operations
- Sectors of the foodservice industry
- Variables in foodservice operations
- The meal experience
- Food and beverage service personnel
- Attributes of food and beverage service personnel.

Food Service

- Food service procedures
- Menu product knowledge
- Food service techniques
- Customer relations
- Sales promotion.

Beverage Service

- Equipment identification
- Cocktail equipment
- Product knowledge
- Beverage service skills
 - Service of alcoholic bar beverages