

Food and Beverage Service Management Certificate Program

Program Description

This Program covers the essential principles of food and beverage service and management, tailored to various establishments such as restaurants, hotels, catering services, and more. It emphasizes the philosophical approach, critical thinking, and practical application of knowledge and skills necessary for providing exceptional food and beverage service. Additionally, the Program addresses the foundational principles of effective operations management in the food and beverage industry, enabling students to uphold high service standards.

Career Occupation

- Restaurant Manager
- Restaurant Owner
- Food and Beverage Operator

Admission Requirements

- Applicants shall be a graduate of a High School in Canada or an equivalent credential from an approved institution of a different country.
- Any applicant who earned their credential in a language other than English must meet the English language proficiency requirement which is listed below.
 1. CELPIP: 6 overall with a minimum score of 6 in each section
 2. IELTS: 5 overall with a minimum score of 5 in each section
 3. TOEFL: 148 (computer-based test), TOEFL 52 (internet-based test)

Learning Objectives

Upon completion of this program, the student will have demonstrated the ability to:

- Recognize the organizational framework and features of food and beverage service operations, including workforce dynamics, working environments, and career pathways.
- Assess the essential communication, listening, teamwork, and leadership competencies vital for success in food and beverage service operations.
- Outline the necessary procedures for order processing and accurate guest check handling using point-of-sale systems, as well as steps for guest payment processing, including cash, credit/debit card transactions, and billing.
- Apply menu development principles from marketing, nutrition, design, operational, and cost control perspectives.
- Employ industry-specific terminology and language effectively.
- Identify common service techniques and styles prevalent in the food and beverage service industry.
- Apply and analyze fundamental concepts in conceptualizing, planning, and designing food and beverage operations.
- Emphasize the importance of sustainability practices and strategies for integrating them into modern food and beverage operations.

Methods of Evaluations

Students will be assessed given the components below.

- 1) Attendance 30%
- 2) Presentation 25%
- 3) Group-assignment-Case Study 25%

Completion Requirements

- Students shall have at least 75% attendance.
- Students must get an overall 75% mark to complete the Program.

Program Duration

60 hours, 15 hours per week, in total 4 weeks

Homework Hours

Students may expect 8 hours for the preparation of the presentation and case study.

Delivery Methods

In-class

Combination

Required Course Materials

Textbooks may include:

Davis, B., Lockwood, A., Alcott, P., & Pantelidis, I. S. (2018). Food and Beverage Management, Latest ed. or other text/material as developed by the lecturers.

Program Organization

| Topics/Subjects | Length |
|--|---------------|
| Introduction of food and beverage management | 2 hours |
| Concept development | 3 hours |
| Classifying food and drink service operations | 6 hours |
| Restaurants and events | 2 hours |
| Contract foodservice, travel and public sector catering | 2 hours |
| The menu Management | 3 hours |
| Menu pricing, Menu knowledge, Nutrition | 2 hours |
| Purchasing and storage | 4 hours |
| The purchasing of beverages, Receiving of food | 2 hours |
| Production and service | 4 hours |
| Food service methods, Beverage service methods | 2 hours |
| Controlling the operation | 4 hours |
| The stages of control | 2 hours |
| Staffing issues | 2 hours |
| Staff training, Staff scheduling, Legal Framework | 2 hours |
| Food and beverage marketing | 3 hours |
| Merchandising, Sales promotion | 3 hours |
| Managing quality in food and drink service operations | 3 hours |
| Trends and developments | 2 hours |
| Food safety | 4 hours |
| Government Food Regulations, Careers in Food and Nutrition | 3 hours |