



**AYDIN ADNAN MENDERES UNIVERSITY**  
**DAVUTLAR VOCATIONAL SCHOOL**  
**HOTEL RESTAURANT AND CATERING SERVICES**  
**TOURISM AND HOTEL MANAGEMENT**  
**COURSE INFORMATION FORM**

Course Title	Food Beverage Service I								
Course Code	TRZM105	Course Level			Short Cycle (Associate's Degree)				
ECTS Credit	4	Workload	98 (Hours)	Theory	2	Practice	1	Laboratory	0
Objectives of the Course	With this course, the student will take service closing procedures, booking system creation, pre-service operations, cashier operations, hall placement modules.								
Course Content	Menu, Service Procedures, Guest Reservations, Banquet Organization, Food and Beverage Costs								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Demonstration, Individual Study								
Name of Lecturer(s)	Lec. Merve YEŞİLÖZ								

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading	
1	Yiyecek ve İçecek Servisi – Alptekin Sökmen
2	Servis Tekniği ve Yönetimi – Yaşar Yılmaz
3	Yiyecek İçecek Hizmetleri Yönetimi – Nilüfer Koçak

Week	Weekly Detailed Course Contents	
1	Theoretical	Edit the Restaurant Hall
2	Theoretical	Editing Bar Services Fields
3	Theoretical	Edit the Banquet and Conference Hall
4	Theoretical	Edit room service offices
5	Theoretical	Check technical equipment, realize the reservation receiving process
6	Theoretical	Check the reservation distribution and forwarded to the relevant department , make the preparations for the control of Hall
7	Theoretical	Meeting prior to service, Guests meet / place
8	Theoretical	Menu card to / to follow Ensure the receipt of the order
9	Theoretical	Ensure that the proposed sales made Ask guest satisfaction
10	Theoretical	Service flow to edit / to follow Account to be charged / to follow , To bid farewell to guests.
11	Theoretical	Addition charged to open an account and billing cut Closing get reports and to forward to the relevant departments
12	Theoretical	Make the control of the additions that turn on Keep up with the additional input into product additions
13	Theoretical	Monitor the payment process Closing make the distribution of tasks
14	Theoretical	Ensure that stocks of materials and equipment Make final checks

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Lecture - Practice	14	1	1	28
Assignment	1	5	1	6
Midterm Examination	1	10	1	11



Final Examination	1	10	1	11
			Total Workload (Hours)	98
			[Total Workload (Hours) / 25*] = ECTS	4
*25 hour workload is accepted as 1 ECTS				

### Learning Outcomes

1	The hall of the settlement plan
2	Creating a booking system
3	Service before conducting operations
4	Conduct transactions during service
5	Make safe transactions
6	Monitor the safe operation
7	Enable the delivery of services and closing operations

### Programme Outcomes (*Tourism and Hotel Management*)

1	...
2	...
3	...
4	...
5	...

### Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1
P1	5

