



AYDIN ADNAN MENDERES UNIVERSITY 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)									

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	To know the concept of tourism management well and to adapt the areas of economy, accounting, finance, management, marketing, human resources to the tourism sector.
2	To have knowledge of the tourism sector and the accommodation, food and beverage, travel, transportation, entertainment and other businesses that constitute the sub-industry of tourism.
3	To have knowledge about the coordination and integration of sub-industries of the tourism sector. To adsorb the communication and coordination between hotel departments.
4	To follow the developments in the tourism sector and to renew himself/herself.
5	To know the legislation about the structure and operation of the tourism sector. To have knowledge about the legal regulations regarding tourism businesses and tourism types.
6	To have detailed information about accommodation businesses and to learn the basic areas of hotel management (front office, housekeeping, food and beverage services, entertainment services).
7	To be able to communicate with guests in written and verbal and to have the power of persuasion. To have knowledge about sales and marketing and to have the ability to persuade.
8	To have basic computer knowledge and ability to use related programs. To have knowledge about software used in the hospitality industry.
9	To learn about Atatürk's principles and reforms. To have knowledge about history and geography. To have enough knowledge about the geography of Turkey and world tourism.
10	To have sufficient degree knowledge of English (reading, writing, listening and speaking). To be able to communicate with guests in English (written and verbal).
11	To have detailed information about occupational health and safety. To know well the legislation determined within the scope of occupational health and safety and to follow the developments.
12	To be able to produce ideas about the solution of business or guest problems and apply them.
13	To adopt the company she/he works, to fulfill his responsibilities and to be prone to teamwork. To fulfill the requirements of the department she/he works. To act in accordance with the hierarchical order of tourism businesses.

