



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Food Beverage Service II							
Course Code		TRZM106		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	98 (<i>Hours</i>)	Theory	2	Practice	1	Laboratory	0
Objectives of the Course		With this course, students, to apply international service methods, to make breakfast service / make, to prepare sauces to service, to serve the food groups, vip guests will gain competence to deal with							
Course Content		Breakfast Service, Bar Service, Banquet Service, Sauces, Main Meal Service, Cheese Service, Reception of Guests, Monitoring and Control of Service Flow							
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	70

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	Breakfast service methods to determine / apply Restaurant service is to determine the methods to be applied / apply
2	Theoretical	The bar service methods to determine / apply service to determine the shape of the shoulder / apply
3	Theoretical	Breakfast to prepare the cover To prepare the breakfast buffet
4	Theoretical	Breakfast to conduct the kind of service Breakfast is served from closing operations
5	Theoretical	Prepare the sauce tools prepare the sauce according to the specifications
6	Theoretical	Conduct the sauce service/ to follow
7	Theoretical	Conduct the service of cold start \ to follow
8	Theoretical	Conduct the service of hot start / to follow
9	Theoretical	Conduct the service of Pastries / to follow Conduct a service of the salads/ to follow
10	Theoretical	Conduct the service in the main dining / follow Conduct the service of Desserts / fruits / to follow
11	Theoretical	Conduct the service of cheese / to follow Information about Guest
12	Theoretical	Inform and to hire staff Guests meet
13	Theoretical	Check the satisfaction Viper organizations do
14	Theoretical	Keep up with the flow and control of service.

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	International service methods apply
2	Breakfast to service and to conduct
3	Prepare the sauce into service
4	Conduct the service of the food groups
5	Dealing with VIP guests

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.

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

	L1
P1	5
P2	5
P3	5
P4	5
P5	5
P6	5
P7	5
P8	5
P9	5
P10	5
P11	5
P12	5
P13	5

